

MEMORANDUM

To: All Staff

From: Senior Management Team

Date: March 24, 2020

Re: COVID-19 Update

In response to the recent announcements made by the Ontario government on March 23, 2020, please be advised that **Mylon Custom Kitchens has been deemed as an ESSENTIAL SERVICE. As such, we will CONTINUE BUSINESS as best we can.**

We will continue to focus our efforts on serving our customers' needs in the most timely and efficient way possible. The health and safety of our employees, customers, partners and the public during this time is a priority and we remain committed to following and complying with the COVID-19 protocols, as set forth by Government and Public Health officials. Please be reminded of the health and safety protocols that Mylen has implemented and will continue to enforce:

- We have assigned dedicated staff to increase sanitization and cleaning in high traffic contact areas within our facilities several times a day.
- We have placed sanitizer bottles at each work station in production, as well as in office spaces, the showroom, washrooms, and in the employee break room. All staff are required to sanitize before and after use of equipment and tools in your work areas, samples used in the showroom, desks and other common surfaces, phones, keyboards, etc.
- Staff must sanitize their hands and any samples used between each client in-home site visit.
- Employee's must practice regular hand washing for a minimum of twenty (20) seconds and use hand sanitizers frequently.
- Cover your mouth and nose when coughing and sneezing.
- Staff are required to practice social distancing by maintaining a minimum of six (6) feet from others and avoid hand shaking; specifically avoiding close contact with anyone showing symptoms of respiratory illness, such as coughing and sneezing. Production work stations have been relocated to allow for effective social distancing.
- All employees are required to complete a pre-screening questionnaire to ensure they are permitted to report work.
- All clients, builder accounts, vendors and installers are required to complete a pre-screening questionnaire to ensure it is safe for our employee's to be in contact with them or others working on the same job-site.

- To ensure we do not run low on hand sanitizer, we have additional stock, expected to arrive within 4-5 business days.

Effective immediately, staff are no longer required to use the punch clock when signing in and out from work. Team leads in each department will be responsible to monitor when their department employees are entering and leaving the workplace and to also log it into the online punch clock system. The applicable department manager will review and approve timecards.

Employees will be required to complete the mandatory pre-screening questionnaire AGAIN if they meet any of the following criteria:

- ✓ **You have phoned into work or leave work “sick”**
 - o Note: Mylen will NOT require a doctor's note for any employee who is phoning in sick and stating they have symptoms consistent with COVID-19.
- ✓ **You have returned from travel outside of Canada within the last 14 days**
- ✓ **You have been in contact with anyone who has returned from travel outside of Canada within the last 14 days**
 - o Please note that an employee who has been in contact with someone who has travelled outside of Canada BUT IS ASYMTOMATIC, is permitted to report to work and is strongly encouraged to SELF-MONITOR, as recently updated and directed by the Public Health Authority of Canada.
- ✓ **You have travelled to an area with well-known local spread of COVID-19 within the last 14 days** (i.e., Toronto)
- ✓ **You have come into close contact (within 6 feet) with someone who has a confirmed COVID-19 diagnosis within the last 14 days**

As a reminder, the employee questionnaire MUST be completed online. You can access the REQUIRED EMPLOYEE QUESTIONNAIRE here: http://www.mylen.ca/employee_prescreen

If you are unable to complete the questionnaire online, please notify your Manager or Human Resources and we will assist you to complete it online.

COVID-19 symptoms can include the following:

- Fever (greater than 100.4 F or 38.0 C);
- Cough;
- Shortness of breath;
- Difficulty breathing;
- Muscle aches;
- Fatigue;
- Headache;
- Sore throat; and/or
- Runny nose

If you think you may have symptoms consistent with COVID-19 or have been in close contact with someone who has been diagnosed with COVID-19, we encourage you to contact the appropriate authorities:

CHATHAM-KENT PUBLIC HEALTH

COVID-19 Line: 519-355-1071 x 1900

Email: covid19@chatham-kent.ca

Website: <https://ckphu.com/covid-19/>

ONTARIO MINISTRY OF HEALTH SELF-ASSESSMENT

Click here: [Self-Assessment Tool](#)

Or visit the website: <https://www.ontario.ca/page/2019-novel-coronavirus>

TELEHEALTH ONTARIO

1-866-797-0000 (available 24/7)

CHATHAM-KENT ASSESSMENT CENTRE

47 Emma St. Chatham, ON

Hours of operation:

9:00 a.m. to 5:00 p.m., seven days a week

Please note the last appointment takes place at 4:30 p.m.

The goal of the COVID-19 Assessment Centre is to build capacity to respond to individuals experiencing symptoms which could be caused by COVID-19 in the municipality of Chatham-Kent, and to separate testing away from the hospital. The community is advised that this is not a walk-in clinic nor a walk-in for random testing. Persons who are concerned about COVID-19, experiencing respiratory symptoms, or potential exposure to another person with COVID-19 should first contact their primary care provider, the Chatham-Kent Public Health Unit or Telehealth at the number above, to discuss the need for testing at the assessment centre. The Ontario Ministry of Health has advised that not all individuals require testing for COVID-19.

NEED HELP?

Please find below some resources available for how to apply for EI and COVID-19 related benefits.

These resources can also be found on the Canada.ca website under the COVID-19 Economic Response Plan section.

EMPLOYMENT INSURANCE: [How To Apply For EI](#)

EMERGENCY SUPPORT BENEFIT: [Have You Been Laid Off Or Your Hours Reduced? Click Here](#)

EMERGENCY INSURANCE SICKNESS BENEFIT: [No Paid Sick Leave, Are You Quarantined, Sick? Click Here](#)

EMERGENCY CARE BENEFIT: [If You're Unable To Claim E-I But Are Sick Or Quarantined and/or Are Taking Care Of Family Members: Click Here](#)

NEED MORTGAGE HELP? [Mortgage Support For Canadians](#)

CHILD CARE BENEFITS: [Increased Child Care Benefit Information](#)

TAX DEADLINE: [Filing Deadline For Individuals Pushed Back Until June 1st](#)

DEDICATED EI PHONE LINE: 1-833-381-2725