

Frequent Asked Questions

If this is for my safety, why aren't you making everyone check their temperature?

The voluntary temperature check program is just one action we're taking to keep our colleagues safe during this uncertain time. To date we have intensified the cleaning of high-touch areas, reduced store hours, limiting the number of customers allowed in stores at once and introducing physical markings to help support the need for social distancing in our stores.

Why aren't you checking customers?

Government and public health officials are encouraging all Canadians to monitor themselves for symptoms of COVID-19, which include fever, coughing and shortness of breath. We have put up signage asking anyone who experiencing those symptoms not to enter our store.

Are you recording my temperature and how will this information be used?

You are not required to tell your supervisor/manager what your actual temperature reading is, only that it is over the threshold (38 degrees or higher).

I'm at home and have a fever but am supposed to be working my shift today, what should I do?

We appreciate you may want to come to work to help out, however we need you well to be able to manage the daily demands of your work tasks. Now, more than ever, this is non-negotiable for your safety as well as the safety and wellbeing of your co-workers and customers.

With fever being one of the tell-tale signs of the Covid-19 virus, if you have a temperature of 38 degrees Celsius or higher, you must:

1. Immediately contact your local Public Health Office to seek their guidance for the required self-isolation period.
2. Notify your workplace of your absence, per your usual 'reporting absence' protocol. Ensure you state your self-isolation period per Public Health's directive.
3. Complete and submit a company Leave of Absence form (as soon as you know your Public Health mandated self-isolation period).

If your Public Health mandated self-isolation absence is 13 days or less, this will be managed per your usual absence policy. If you are eligible for sick days, these will be applied.

If your Public Health mandated self-isolation absence is 14 days or greater, you will be eligible to apply for the Company Pay Protection Plan which is CERB (Canadian Emergency Relief Benefit) + a Company wage supplemental (processed upon your return to work).

Upon return to work you will need to complete and submit a Fit for Duty Declaration form

I'm being sent home from work as I voluntarily took my temperature and it's 38 degrees Celsius or higher, now what happens?

Firstly, thank you for voluntarily participating in this program. The most important thing is that you now get home safely to rest!

When you are home, you must:

1. Call your local Public Health Office to seek their guidance for the required self-isolation period.
2. Notify your workplace of this Public Health Office self-isolation directive and continue to report this absence per your usual absence protocols.

Coronavirus (COVID-19) Colleague Temperature Checks

3. Complete and submit a company Leave of Absence form (as soon as you know your Public Health mandated self-isolation period)

If your Public-Health mandated self-isolation absence is 13 days or less, you will receive a Company provided Pay Protection Plan of 3 days' pay, (processed upon your return to work).

If your Public-Health mandated self-isolation absence is 14 days or greater, you will be eligible to apply for the Company Pay Protection Plan which is CERB (Canadian Emergency Relief Benefit) + a Company wage supplemental (processed upon your return to work).

Upon return to work you will need to complete and submit a Fit for Duty Declaration form.

I've completed my required self-isolation period mandated by Public Health, however my temperature is still 38 degrees Celsius or higher can I come back to work?

As you must be fever free for a period of at least 48 hours prior to returning to work, you will need to contact Public Health again to review your situation and then notify your workplace of any required changes to your return to work date

Will I be paid if I have to go home because I have a fever / temperature over 38 degrees Celsius?

All full-time and part-time colleagues sent home or unable to attend work due to a high temperature are eligible for the Company's Pay Protection Program.

I have a pre-existing medical condition that elevates my temperature. Who should I speak to?

Please reach out to your family doctor or a local public health official through our Telehealth system.

Why am I being asked to do this before I start my shift?

Early identification of COVID-19 symptoms is an important step in helping to stop the spread of the virus. By checking your temperature at the start of your shift, we can limit interaction with other colleagues and customers.

What steps are you taking after a colleague reports a temperature of 38 degrees Celsius or above?

All colleagues who take their temperature at work and report a temperature of 38 degrees Celsius or higher will be required to self-isolate at home in accordance with Provincial public health self-isolation duration requirements and monitor their temperature and symptoms daily.

After the colleague leaves, the temperature check area will be sanitized / deep cleaned as a precaution.

Colleagues will continue to check their temperature daily while at home. They should not report for work until their temperature is normal (below 38 degrees) for a minimum of 48 hours and in accordance with their Provincial public health self-isolation guidelines. They should continue to report their absence from work in accordance with their store's / DC's absence reporting procedure. They will be required to complete a Fit for Duty Declaration form prior to returning to work.

I think one of my coworkers has a fever / high temperature. What can I do?

The temperature check program is 100% voluntary. It's up to each individual colleague to decide if they wish to participate. We cannot force any colleague to participate. But we are a family, and we trust that we will all do what's right to protect our community.

**The company reserves the right, in its sole discretion, to change or amend its pay protection programs from time to time.*