

PERMACRETE® Systems Limited
46 Duck Inn Lane, Porters Lake, NS B3E 1G4
Office: 902-462-1500 Toll Free: 800-565-5325
Email: info@permadry.com Web: www.permadry.com

MEMORANDUM

Date: March 27, 2020

To: All PERMA-DRY staff, Strategic-Partners, Consultants, Technicians, and team members

Re: **Novel Coronavirus/COVID-19 Information, Infection Prevention & Control Procedures**

Novel Coronavirus/COVID-19 is a serious health threat, and the situation is evolving daily. The risk will vary between and within communities, but given the increasing number of cases in Canada, the risk to Canadians is considered **high**.

This does not mean that all Canadians will get the disease. It means that there is already a significant impact on our health care system. If we do not flatten the epidemic curve now, the increase of COVID-19 cases could impact health care resources available to Canadians.

The health and safety of our team members and customers is a primary concern. Wet basements and basement leaks are proven to be unhealthy and are a stressor to customers, especially those who are already dealing with the fear and stress of the virus, reduced hours in their jobs, etc. As we know stress is also exceptionally unhealthy.

For the reasons above PERMA-DRY locations will remain open for the time being to service our customers and rescue them from their wet basements to alleviate these stresses and deliver peace of mind.

To prevent infection and virus control to our team members, customers and the community at large we have developed the following which is to be implemented immediately and shall remain in place until further notice:

Preventing Novel Coronavirus/COVID-19

We all need to think ahead about the actions that we can take to stay healthy and prevent the spread of Novel Coronavirus/COVID-19 including:

- [Being prepared](#) in case you or a family member become ill
- Following the latest [travel advice](#) from federal and provincial public health leaders:
 - [Avoiding all non-essential travel](#)
 - Self-isolating, and monitoring for symptoms (cough, fever or difficulty breathing) for 14 days if you have traveled outside of your province and Canada

- Reducing contact with others by following the guidance for [self-monitoring, self-isolating, or isolating](#)
- Practicing [social distancing](#) and [proper hygiene](#)
- [wearing masks](#), if necessary

Do you think you might have COVID-19? Use the Government of Canada's [self-assessment tool](#) to find out what to do.

Social Distancing

Together, we can slow the spread of COVID-19 by making a conscious effort to keep a physical distance between each other. [Social distancing](#) is proven to be one of the most effective ways to reduce the spread of illness during an outbreak.

This means making changes in your everyday routines to minimize close contact with others, including:

- Avoiding crowded places and non-essential gatherings
- Avoiding common greetings, such as handshakes
- Limiting contact with people at higher risk like older adults and those in poor health
- Keeping a distance of at least 2 arms-length (approximately 2 meters) from others

Hygiene

Proper hygiene can help reduce the risk of infection or spreading the infection to others:

- Wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food
 - Use alcohol-based [hand sanitizer](#) if soap and water are not available
- When coughing or sneezing:
 - Cough or sneeze into a tissue or the bend of your arm, not your hand
 - Dispose of any tissues you have used as soon as possible in a lined wastebasket and wash your hands afterward
- Avoid touching your eyes, nose, or mouth with unwashed or gloved hands

Cleaning

Health Canada has published a [list of hard surface disinfectants](#) that are likely to be effective for use against coronavirus (COVID-19).

Although they do not claim to kill viruses such as COVID-19, cleaners can play a role in helping limit the transfer of microorganisms. Health Canada recommends cleaning often, using either regular household cleaners or diluted bleach (1 part bleach to 9 parts water) the following high-touch surfaces:

- Tools
- Toilets
- Phones
- Electronics
- Door handles
- Desks & deskside tables
- Vehicles

Wearing Masks

If you are a healthy individual, the use of a mask is not recommended for preventing the spread of COVID-19. Wearing a mask when you are not ill may give a false sense of security. There is a potential risk of infection with improper mask use and disposal. They also need to be changed frequently.

However, your health care provider may recommend you wear a mask if you are experiencing symptoms of COVID-19 while you are seeking or waiting for care. In this instance, masks are an appropriate part of infection prevention and control measures. The mask acts as a barrier and helps stop the tiny droplets from spreading you when you cough or sneeze.

We've developed the following procedures for all staff to take for self-monitoring and reporting each day before reporting for work, before booking on-site visits and confirmation:

PERMA-DRY TEAM BEFORE REPORTING TO WORK EACH DAY

- Every day prior to leaving home for work, everyone in the PERMA-DRY organization must complete the [Coronavirus/COVID-19 Questionnaire](#)
- Only if the questionnaire comes back clean, with all questions answered "NO", shall the team member report for duty.
- If any of the questions are answered "YES", the team member must not report to work and must call their immediate supervisor and must not report to work until they've been symptom-free for at least fourteen (14) days.

PRE-CONSULTATION/WARRANTY CLAIM INVESTIGATION/REPAIR SERVICE

- At the time of booking an in-home consultation, warranty claim investigation or repair service, the booking agent is to, by phone or email, complete the [Coronavirus/COVID-19 Questionnaire](#) with the customer.
- Only if the questionnaire comes back clean, with all questions answered "NO", the appointment shall be booked and confirmed.
- If anyone of the questions is answered "YES", the team member must not confirm the booking and shall not schedule a booking until either the person has been removed from the location or not had symptoms for at least fourteen (14) days. In either event, the location shall also be thoroughly cleaned by the customer prior to arrival.

ARRIVAL ON SITE

- Upon Arrival, the Consultant, Technician or Foreman/Lead is to again complete the [Coronavirus/COVID-19 Questionnaire](#) with the customer or their agent.
- If the questionnaire comes back clean, with all questions answered "NO", the scope of work shall commence.
- If anyone of the questions is answered "YES", the team member must not commence with the scope of work and notify the customer and office so the appointment can be rescheduled for a time when either the person has been removed from the location or not had symptoms for at least fourteen (14) days. In either event, the location shall also be thoroughly cleaned by the customer prior to arrival.
- Have the customer email acceptance of the quote instead of electronically signing on a phone/tablet or signing a paper copy. Have the customer reply to the emailed quote with the following phrase:

"I have read, understand and accept the quote including all terms and conditions. I authorize PERMA-DRY to complete the scope of work therein."

ON-SITE & AT OFFICES

- Conduct as much business remotely and electronically as possible.

- Staff are to work remotely from home where possible. This includes administrative staff and consultants where possible.
- Use the telephone, video, photos, and video chat to conduct investigations, consultation, and quotes when possible.
- Reducing contact with others
- Avoiding common greetings, such as handshakes
- Maintain a physical distance of at least 2 meters.
- Practicing Social Distancing
- Practicing Hygiene
- Practicing Cleaning

In order to mitigate the impacts of COVID-19, **everyone has a role to play**. It takes more than governments and action from the health sector to protect the health and safety of Canadians. Each of us can help prevent infection and transmission by understanding [how coronavirus spreads](#) and [how to prevent illness](#) and following these procedures outlined herein.