

Canadian Door Institute – COVID 19 Pandemic – Best Practices

This is an unprecedented time in Canadian history, accompanied by significant disruption to our lives and businesses and uncertainty for our futures. In the face of the continuous upheaval we are experiencing as a result of the COVID-19 pandemic, many of us find it a challenge to determine the best practices for protecting our employees, our customers, and our long-term business prospects.

Although each province and territory is seeing different levels of action from its government, there are prudent measures that we all can implement. In order to contribute to ongoing efforts to “flatten the curve”, while at the same time serve our colleagues and clients, the Canadian Door Institute (CDI) is recommending that members adopt the following practices:

- Advise employees of all recommendations from Public Health Officials from all levels of government, and make it clear that they are required to comply with them.
- Monitor Government and Health Agency announcements closely, and follow and update procedures as required to reduce the spread of the COVID-19 virus.
- Impress on employees the importance of following all safeguards and procedures, and the fines and restrictions that will be placed on our businesses if not followed.
- Equip each truck, office, and front desk/reception area with a sanitation kit, and regularly clean all common surfaces with recommended disinfectant product.
- For members with multiple locations (such as offices, warehouses, and service buildings), close as many sites as possible to the public to minimize physical contact; schedule staff in remaining locations on a rotating basis with the minimum personnel necessary to operate effectively.
- Try to have as many office staff as possible work remotely.
- Maintain physical separation between staff as much as possible.
- Sites where your personnel interact with the public should be accessible by appointment only; place barriers or floor markers to ensure physical distancing.
- Staff should be empowered to courteously refuse to interact with a person they are concerned may be ill, and they should not be penalized for refusing.
- Technicians making installation or service calls should maintain a distance of 2 metres between themselves and the customers on site; they should also be empowered to leave a site where that distance is not respected by the customer.
- Customers should be advised of the physical separation requirement when the call is scheduled, and they should also be warned that the technician may stop working at the site at any time if the separation is not respected.
- If you are finding that you cannot maintain a full staff during the emergency, consider starting a workshare program.
- Keep employees informed on what is going on regularly. Everyone is concerned about their work, their incomes, and their families. Employees need to be confident that management has a plan in place to protect them and their futures.
- Take time to research and advise your staff of the assistance programs that are available to help them in your region.

- We are fortunate to be an essential support service to designated Essential Services, so we will continue to work under some restrictions. We cannot abuse this privilege and must remain professional in all situations.
- If your province/territory has not yet established criteria for Essential Services, contact all your customers who are designated Essential Service (ambulance, Hydro, Fire Stations, etc.) and ask them to provide a letter stating that you are essential to their ongoing operations.

CDI is committed to promoting the highest standards of safety in our industry, and this situation calls for diligently maintaining those standards. We will continue to monitor the ongoing changes to our business environments resulting from the accelerating efforts to reduce the spread of the contagion and the consequent restrictions to business activities.

Michael Plecash
President
Canadian Door Institute