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Coronavirus (COVID-19) Information Package

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Contents

Introduction	2
What is COVID-19?	2
Signs and Symptoms	2
COVID-19 vs. Influenza	3
Risk of Transmission	3
How it Spreads 3	
Receiving Packages.....	4
Best Practices to Help Prevent the Spread	4
Daily Health Checks	4
Eating/Sharing Food	5
Facial Coverings/Masks	5
General Guidelines 5	
Employee Requirements	5
Visitor Requirements.....	6
Personal, Non-Medical Mask/Facial Coverings	6
On-Site Facilities	6
Entering/Exiting Buildings	6
Common Areas 6	
Individual Workspaces	7
Lunchroom, Driver Lounge, and Coffee Stations.....	7
Smoking Areas 7	
Moving Between Facilities.....	7
Meetings and Gatherings	8
General Guidelines 8	
On-Site Visitors 8	
Company Social Events	8
Travel Guidelines	8
Business Travel 8	
Travelling in Multi-Person Vehicles.....	9
Customer On-Site Requirements.....	9
Personal Travel 9	
Workplace Cleaning Protocols	9
Flexible Work Arrangements	10
Cross-Training of Key Positions	10
In the Event of an Emergency or Drill	10
Employee Guidance	10
If You or a Family/Household Member is Sick.....	10
If You or a Family/Household Member Recently Travelled Outside the Country	11
If You or a Family/Household Member Have Been Exposed to COVID-19.....	11
If You Suspect Another Employee is Sick.....	11
Self-Isolation Guidelines	11
When in Doubt 11	
Manager Guidance	11
In the Event an Employee Tests Positive for COVID-19	12
Confidential Employee Support	12
Stay Informed	13

Introduction

The COVID-19 Information Package provides information about the COVID-19 disease and the most up-to-date outbreak containment measures the company is taking to ensure the safety of our employees and the continuation of our business operations.

Executive and management members are meeting regularly and keeping informed of all COVID-19 related updates and changes. All protocols implemented are thoroughly researched by both Safety and Human Resources and reference regulations or guidance from public health services, OH&S, WCB, and other applicable regulatory requirements. We are monitoring the success of our action plan and adjusting it as the situation evolves.

Employees are expected to review the COVID-19 Information Package regularly and contact their manager with any questions they may have regarding its contents.

What is COVID-19?

COVID-19 is the infectious disease caused by the coronavirus (SARS-CoV-2) first identified in Wuhan, China in December 2019. The disease was declared a global pandemic by the World Health Organization on March 11, 2020.

COVID-19/pandemic training is available and has been assigned via our LMS.

Signs and Symptoms

Symptoms may take up to 14 days to appear after exposure to COVID-19.

The core symptoms associated with COVID-19 are:

- Fever
- Cough (new cough or worsening chronic cough)
- Shortness of breath or difficulty breathing (new or worsening)
- Runny nose
- Sore throat

Additional symptoms may also include:

- Chills
- Painful swallowing
- Stuffy nose
- Headache
- Muscle or joint aches
- Feeling unwell, fatigue or severe exhaustion
- Gastrointestinal symptoms (nausea, vomiting, diarrhea, or unexplained loss of appetite)
- Loss of sense of smell or taste
- Conjunctivitis, commonly known as pink eye

Older people and those with underlying medical problems such as high blood pressure, heart problems, or diabetes are more likely to develop more serious symptoms which can include difficulty breathing and/or pneumonia. However, symptoms are usually mild and begin gradually, and most people recover without needing special treatment. Some people do not develop any symptoms at all.

If employees are experiencing any of the above symptoms, they are to contact and follow the directions of their local health authority.

COVID-19 vs. Influenza

COVID-19 is similar to influenza (i.e. the flu), but there are also key differences.

Similarities

- Both cause respiratory disease.
- Both are spread by small droplets from the nose and mouth.
- Neither is spread through the air over long distances and times.

Differences

- COVID-19 does not have a specific vaccine or treatment available.
- COVID-19 does not appear to transmit as efficiently as influenza; however, transmission is still possible even if the person is feeling well.
- COVID-19 causes severe disease and mortality in more cases than the flu.

Because COVID-19 can cause serious illness, it is critical to follow the guidance and isolation requirements in local jurisdictions. It is also strongly encouraged to get the flu immunization during the pandemic.

Even if an employee thinks their symptoms are a result of the flu or side effect of the flu vaccine, they are still required to follow COVID-19 protocols if their symptoms are the same as COVID-19.

Risk of Transmission

Governments and health authorities are taking vigorous action every time a new case of COVID-19 is identified. Be sure to comply with any local restrictions on travel, movement, or large gatherings. Cooperating with disease control efforts will reduce the risk of catching or spreading COVID-19.

While we do not expect employees to be fully versed on the ever-changing COVID-19 bylaws, we do expect their compliance once they are made aware.

How it Spreads

COVID-19 is transmitted through tiny droplets of liquid produced by people who have the virus.

These droplets spread by:

- coughing, sneezing, talking, laughing, and singing
- touching objects or surfaces the virus has landed on and then touching your eyes, nose, or mouth (bath towels, kitchen utensils, doorknobs, etc.)

People who have COVID-19 can spread it to others before they start to feel sick. This includes both pre-symptomatic (those who have not yet developed symptoms) and asymptomatic people (those who never develop symptoms).

COVID-19 is not widely spread by being airborne, which means it doesn't stay in the air long and won't go very far. But if you are too close to someone with COVID-19 you can get sick by breathing in air that contains droplets with the virus.

Studies suggest that the virus generally only survives for a few hours on a surface or object, but it may be possible for it to survive several days under some conditions (e.g. type of surface, temperature and/or humidity of the environment).

Receiving Packages

The World Health Organization has communicated that the likelihood of an infected person contaminating commercial goods is low. The risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also low.

However, to reduce the number of packages being handled by unknown sources and minimize external visitors at our facilities, employees are requested to stop all personal, non-business parcel deliveries to company locations until further notice.

Best Practices to Help Prevent the Spread

The possibility of being infected or spreading COVID-19 can be reduced by taking some simple precautions:

- **STAY HOME IF YOU FEEL UNWELL.** Contact your local health provider for directions in seeking medical attention. Contact your manager for further workplace guidance.
- **WASH YOUR HANDS** at the start of your shift, before eating or drinking, after touching shared items, after using the washroom, and before leaving work. Wash your hands with soap and water or clean your hands with an alcohol-based hand rub. Soap and water are preferred. Clean under jewelry.
- **PRACTICE PHYSICAL DISTANCING** by staying a minimum of 2 meters (6 feet) apart from others.
- Limit your face to face interactions.
- Avoid touching eyes, nose, and mouth.
- Regularly clean surfaces with simple disinfectant.
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Dispose of the used tissue immediately.
- Cancel or reschedule non-urgent meetings/activities. Continue the practice of teleconferences, email, and electronic documentation where possible.
- Do not ride-share; avoid public transit where possible
- Do not share items (food, pens etc.)
- Keep up to date on the latest COVID-19 hotspots and avoid traveling to those places if possible.
- Continue to follow all safe work procedures. Notify your supervisor of any concerns.

Daily Health Checks

All Terminal Managers and Department Managers – including those at Head Office, will complete a daily health check of their staff working on site as well as for staff working remotely who need to come to the office sporadically for paperwork, cheques etc. Dispatchers are responsible for monitoring drivers daily.

Prior to the employee starting their shift, health checks are to be completed using the template provided (Templates are located at <O:\Public-Human Resources\COVID-19 Resources>). Managers are responsible for ensuring there is an up-to-date daily record of health checks for all applicable staff members and physical distancing is maintained during the checks.

Any employee found to be feeling unwell must be sent home immediately. Refer to [Manager Guidance](#) for next steps.

Eating/Sharing Food

To limit the risk of transmission to surfaces/work materials, employees are encouraged to split their breaks as needed to eat in designated eating areas (i.e. the lunchroom or driver lounge) while inside a company facility.

When eating food in individual work areas, ensure it is done away from ALL company supplies and equipment (i.e. papers, keyboard, computer, office supplies, tools etc.). Clear the area, disinfect surfaces before and after eating. Limit eating pungent foods to the common area lunchrooms. Pungent foods can permeate common office/work areas unnecessarily.

No food, drinks, or condiments (potlucks, pizza, donuts etc.) are to be shared with others or accepted by vendors. Exceptions to this are items that are individually wrapped and packaged (personal pizzas, individually wrapped sandwiches etc.).

Facial Coverings/Masks

General Guidelines

Masks are an additional measure to protect people from spreading the virus and work surfaces from possible contamination. Diligent use of masks is an added protection and helps ensure fewer employees have to self-isolate in the event we have COVID-19 exposure at one of our work sites.

Facial coverings are required in ALL situations where physical distancing cannot be maintained, including in company vehicles where an employee is not the sole occupant.

Drivers have been provided with a combination of antibacterial, cloth, fire-resistant, and/or disposable masks and instructions as required. All other employees have been provided with 1 cloth mask and instructions. A supply of temporary masks is also available at each location for individuals or visitors who do not have/forget their own.

A mask or personal barrier does NOT replace the COVID-19 safety protocols already in place, including physical distancing, good hygiene, and cleaning frequently touched surfaces.

Employee Requirements

Masks are also required of all employees while visiting, gathering, or moving inside all company facilities. In general, this requirement is based on the philosophy, “If workers are moving, they’re masked” and includes all circumstances when an employee is away from their designated work area or interacting with another individual.

- In an office setting, a “*work area*” is defined as an employee’s cubicle, office, or desk area.
- In the shop/wash bay, a “*work area*” is defined as the bay, tool bench, or unit being worked in/on.

While it is difficult to predict every scenario that may occur throughout the course of a workday, below are some situational examples of when it will be mandatory for employees to wear a mask while at work.

Seated alone at your desk	OPTIONAL
Seated in an office with two or more people	MANDATORY
Leaving your work area to go to the washroom, mailboxes, printer, parts room etc.	MANDATORY
Seated in the lunchroom / driver lounge (<i>i.e. designated eating areas</i>)	OPTIONAL
Seated at a meeting in the training/conference room	MANDATORY
Working on a trailer unit alone	OPTIONAL
Working on a trailer unit / collaborating with another employee	MANDATORY

Refer to [Visitor Requirements](#) for employee requirements when visiting another terminal.

Local mandates and bylaws may vary for different regions. **Employees are responsible for ensuring they always have an available face covering to use while on-duty or representing the company off-site**, should wearing it be requested or required of them.

Visitor Requirements

Visitors are required to wear a face mask inside company facilities **AT ALL TIMES**. This includes employees visiting other terminals who do not have a designated work area assigned to them.

Personal, Non-Medical Mask/Facial Coverings

In the event an employee chooses to wear their own non-medical mask/facial covering in place of their company-provided cloth mask, all public health recommendations must be adhered to.

All non-medical face masks or face coverings **must**:

- allow for easy breathing
- fit securely to the head with ties or ear loops
- maintain their shape after washing and drying
- be changed as soon as possible if damp or dirty
- be comfortable and not require frequent adjustment
- be made of at least 2 layers of tightly woven material fabric (such as cotton or linen)
- be large enough to cover the nose and mouth completely and comfortably without gaping
- not be shared with others
- not impair vision or interfere with tasks
- not be made of plastic or other non-breathable materials
- not be secured with tape or other inappropriate materials
- not be made exclusively of materials that easily fall apart, such as tissues
- not be placed on anyone unable to remove them without assistance or anyone who has trouble breathing

All masks must meet the company dress code requirement of maintaining a professional appearance without overtly commercial, political, personal, or offensive messages or images.

On-Site Facilities

Refer to [Facial Coverings/Masks](#) for mask-wearing requirements at company facilities.

Entering/Exiting Buildings

Avoid lingering or congregating in entrances or reception areas. Staggered start times and alternative building access points will be assigned as needed to support physical distancing upon entering or exiting the building.

All employees and visitors must clean their hands immediately upon entering ALL buildings on-site. Cleaning prior to exiting is a personal preference. Hand sanitizer stations have been set up at all building entrances.

Common Areas

Signage is posted around facilities to reiterate and encourage physical distancing, respiratory/hand hygiene, and other healthy practices. Barriers have also been installed in shared workspaces where needed.

Hand sanitizer bottles are placed in prominent locations throughout the workplace. Individual hand sanitizer bottles may be available upon request depending on local supply levels.

Refer to [Workplace Cleaning Protocols](#) for common area cleaning measures.

No congregating or loitering will be permitted in hallways to ensure a steady flow of traffic. Move discussions into a meeting room or workspace while still maintaining proper physical distancing. Traffic flow is managed with markings, posters, and/or barriers as needed.

Single stall washrooms are available for use. If applicable, separate protocols are posted for multi-stall washrooms. Individuals may conduct additional cleaning measures before personal use if they choose to do so.

Individual Workspaces

Employees should remain cognizant of their personal space and position their chair to ensure the 2-meter (6 feet) distance is maintained between others where barriers are not required.

Employees in possession of a work laptop are encouraged to take it home daily in the event they are required to self-isolate.

Employees are responsible for sanitizing their own work areas, equipment, doorknobs/frames, light switches, tools etc. Employees are to sanitize their workspace 2 times per day at minimum and after anyone else has met or worked in their area.

Refer to [Eating/Sharing Food](#) for restrictions on food in individual workspaces.

Lunchroom, Driver Lounge, and Coffee Stations

Avoid gathering in lunchrooms or driver lounges. Tables and chairs have been spaced to ensure proper physical distancing. Staggered lunch breaks will be assigned as needed to ensure seating availability.

All shared dishes, cutlery, condiments, snacks etc. have been removed. Employees should bring their own from home as needed. Encourage the use of disposable cups as a temporary measure. The use of reusable cups will not be allowed. When using water coolers, avoid touching water bottles or glasses to the faucet.

Employees are expected to wash their hands immediately before accessing any shared appliances (coffee machine/supplies, fridge, microwave, etc.) and wipe down all surface areas, appliances, and chairs after use. Soap dispensers, cleaning supplies, and paper towel are available for use in sink areas.

Smoking Areas

Avoid congregating in designated smoking areas. Stagger breaks and ensure proper distancing.

Moving Between Facilities

While most protocols are in place to help mitigate our risk while inside buildings or vehicles, employees are still required to physically distance while outdoors on company property and wear a mask when this is not possible.

Meetings and Gatherings

General Guidelines

Avoid any in-person meetings and gatherings where possible. Phone, email, and/or videoconferencing are the preferred methods of communication. Avoid handshakes when greeting someone and maintain physical distancing at all times.

If it is considered essential by management for certain discussions, meetings with company associates must be limited to the capacity available at our various locations. **Review current restrictions on the room of the door prior to booking a room. Do NOT exceed room capacity.** Utilize Outlook Calendar to book meeting and training rooms. If the maximum number has been reached, employees are to phone in for the meeting from their personal workspace.

Meeting rooms are to be sanitized **by the meeting host** immediately after the meeting has ended. Checklists will be posted in each room to ensure all surface areas are cleaned. Remain cognizant to ensure adequate time has been allotted for cleaning after the meeting.

On-Site Visitors

With the exception of drivers and parcel/supply deliveries, all visits must be pre-arranged until further notice. Signs have been placed at entrances communicating this. No personal guests are authorized at this time. All non-essential visits and meetings should be held remotely (ex. phone call, teleconference etc.). Any in person meetings with customers must be pre-approved by the VP of Sales.

The company has sourced a supply of infrared thermometers in the event unscheduled visits resume up and/or for potential sick employees on site.

All visitors including employees visiting from other terminals must complete a Health Screening Form prior to accessing the building (Forms are located at <O:\Public-Human Resources\COVID-19 Resources>). They should be met by their host at the entrance of the building and provided with our visitor protocol. **Unescorted visits must not occur.** The visitor host is responsible for sanitizing all areas accessed by the visitor upon their departure.

Refer to [Facial Coverings/Masks](#) for mask requirements for visitors including employees visiting from other terminals.

Company Social Events

All Caron Canada, Caron US, Interload, and KJTL company functions (award banquets, dinners, social gatherings etc.) are cancelled for 2020. Alternative options are being considered. The HR department will continue to communicate with managers regarding employees who have significant years of service awards, to provide congratulatory cards etc.

All locations are to refrain from any group activities. Refer to [Eating/Sharing Food](#) for restrictions on the sharing of food.

Travel Guidelines

Business Travel

All non-essential business travel between countries, or provinces/states must be pre-approved by an executive until further notice. For all travel between terminals/office locations (drivers exempt), please call ahead to confirm visits are being accepted. Refer to [On-Site Visitors](#) for requirements of visiting employees upon arrival.

Discussions continue nationally to determine how these guidelines affect the transportation industry directly. Details regarding customer loads between Canada and the US are updated as they become available.

Travelling in Multi-Person Vehicles

Employees travelling in company vehicles are always required to wear a face mask if there is more than one person in the vehicle.

Customer On-Site Requirements

Our customers are also being very prudent with their requirements for our professional drivers. We are being updated daily/hourly as to what those requirements are. Drivers are being provided with any additional PPE required (ex. face masks). Dispatchers are ensuring guidelines are provided to our drivers.

Personal Travel

It is expected that employees follow the up to date public health recommendations issued regarding their personal travel. While interprovincial travel is permitted by health authorities, it is their recommendation to **LIMIT interprovincial travel** if possible.

The company's further recommendation is to LIMIT travel outside of neighboring provinces. If it is not possible to avoid travelling outside of this area, it is recommended to take all precautions including maintaining physical distancing (masks where this is not possible), both while travelling and upon return. In addition, **employees must contact HR upon return**. They will be required to self-monitor for 14 days, and self-isolate at the first sign of even mild symptoms.

Any employees who are returning from outside of the country should contact their local health authority. Employees will also be asked to complete a Health Screening Form prior to returning to work. These instructions will also apply if there are any cohabitants (family, roommates etc.) who have recently returned from outside of the country.

Workplace Cleaning Protocols

It is our utmost priority to maintain a safe work environment for all involved. In response to the COVID-19 outbreak, we are working diligently to increase sanitization of work surfaces. Work surfaces include truck cab interiors, shared equipment/appliances, desktop, computers and keyboards, and all cell phones/desktop phones.

Common areas including high-touch surface areas, shared appliances, and shared office equipment will be cleaned 2 times per day at minimum. Checklists have been provided and will be kept on file as proof of due diligence should it be required for audit purposes in the future. Employees are responsible for wiping down all work surfaces handled after use.

Refer to the [Individual Workspaces](#), [Meetings and Gatherings](#) and [On-Site Visitors](#) sections for additional cleaning measures in place.

Cleaning supply stations are placed in prominent locations within the workplace. The company uses a variety of options i.e. spray cleaners and/or hot soapy water & bleach. Hot water and soap are used when the bottled cleaners leave residue, for example. Hot soapy water is also an alternative for personal work areas. Nitrile gloves available for cleaning duties upon request.

All drivers are regularly provided with refillable Spray 9 (disinfectant) bottles. All other locations maintain replacement supplies available for all employees through their supervisor.

Refer to <O:\Public-Human Resources\COVID-19 Resources> for additional operational cleaning measures and resources.

Our third-party cleaning provider has developed site specific strategies for risk point re-engineering in the event of a localized outbreak. Additionally, they are taking stock of inventory levels and discussing appropriate inventory levels to maintain with their suppliers. (*Sherwood Park specific*)

Flexible Work Arrangements

Where justified and practical, flexible work-from-home arrangements are considered. We are monitoring the localized COVID-19 risk levels and systematically working with IT and department heads to manage this process. Our priority is to maintain a SAFE work environment for staff while continuing to operate our core business and limit any disruption to our payroll processes.

Any staff member in possession of a work laptop are instructed to take it home with them at the end of each shift.

Cross-Training of Key Positions

Cross-training of employees in key positions essential to the continued operation of the company will be prioritized to minimize disruptions to the delivery of services and support to our customers.

In the Event of an Emergency or Drill

Employees should follow all standard procedures while maintaining physical distancing.

Employee Guidance

If You or a Family/Household Member is Sick

The company is following the protocol of regional health authorities in addition to our own internal protocol.

CALL 911 IF YOU ARE SERIOUSLY ILL AND NEED IMMEDIATE ATTENTION.

Advise them if you think you may have COVID-19.

For all other non-life-threatening symptoms, if you have travelled outside of the country in the last 14 days, or you think you may have been exposed to someone with COVID-19:

1. Go home and/or stay home. **DO NOT COME TO WORK.**
 - In the event you begin to experience symptoms at work, immediately put your company-provided mask on and vacate the building.
 - In the event you experience symptoms over the weekend or overnight and they are gone by the start of their next shift, still **STAY HOME.**
2. Notify your supervisor immediately by phone, text, or email.
3. Complete the online COVID-19 Self Assessment Form through your provincial health services website.
4. Contact 811 (or local health authority) if directed and follow their instructions.
 - **DO NOT** go to a physician's office, health care facility or lab without first contacting your local health authority and following their direction.
5. Keep us informed of your status. You MAY be asked to self isolate, you MAY be asked to quarantine, or you may be cleared to work.
6. HR will contact you to advise you of your compensation options and what your company-required isolation period will be based on your assessment.

- **HR will contact you the morning of the next business day for updates received outside of normal business hours.**
- 7. On the day prior to your expected return-to-work date, HR will contact you again to complete a Health Assessment Questionnaire. They will notify your manager of your return-to-work status accordingly.

If You or a Family/Household Member Recently Travelled Outside the Country

Follow the same steps as above.

If You or a Family/Household Member Have Been Exposed to COVID-19

Follow the same steps as above.

If You Suspect Another Employee is Sick

Notify your manager or direct supervisor immediately.

Self-Isolation Guidelines

Refer to your local health authority for information and guidelines on self-isolation for COVID-19.

Direct links to websites can be found near the end of this Information Package.

When in Doubt

Contact your manager or direct supervisor immediately.

Manager Guidance

If one of your employees has potentially been exposed to a positive case of COVID-19 or is currently experiencing or has recently experienced symptoms of illness:

1. Advise the employee to **STAY HOME**.
2. Email hrc@carontransport.ca with the employee's name and any details you have regarding the reason for the absence.

A member of the HR team will reach out to the employee during regular business hours of Monday to Friday, 8:00am – 4:30pm and provide further guidance and timelines. Following this conversation, the HR team member will respond to the original email with the outcome of their conversation and what the next steps will be in the process.

Once the employee has met their absence requirements, they will be provided HR approval before entering or returning to any work location. This HR approval will also be communicated to the manager/ supervisor at that time.

Any changes in an employee's status that occurs over a weekend will be addressed first thing Monday morning. **The employee can NOT return to work until HR has spoken to them and provided approval.**

For all other COVID-19 questions, contact hrc@carontransport.ca and a member of the HR team will assist you.

In the Event an Employee Tests Positive for COVID-19

When an employee tests positive for COVID-19:

1. The employee must immediately notify their manager and stay home from work.
2. Managers are to immediately notify hrc@carontransport.ca. **ONLY HR SHOULD BE NOTIFIED.** To ensure confidentiality of employee medical information, any other communication of positive results **MUST** be initiated by Human Resources.
3. HR will advise Caron Executives immediately.
4. The employee will be required to immediately isolate and referred to AHS or the local health department to disclose any close contacts for contact tracing purposes.
5. HR will conduct a Confirmed COVID-19 Case Investigation to identify any internal close contacts. In addition, the company will collaborate with AHS, CCOHS, and our internal Safety Dept to identify all work areas that require immediate additional cleaning and disinfection.
6. If self isolation and/or testing for any employee is needed, the employee will be notified and directed accordingly. If an employee has not been contacted by the local health department or the company directly, they were not identified as being at risk.
7. Communication of the confirmed case and completion of the internal investigation will be provided to employees and any external contacts as deemed appropriate.

Once AHS or the local health department determines there is no longer a risk to employees, the employee(s) will be required to complete a Return-to-Work Questionnaire prior to returning to their regularly scheduled work duties.

In all cases, confidentiality of the employee's personal information and medical status will be maintained as required by applicable privacy laws. Only those in a "need to know" position will be provided specific details on where/who the potential COVID-19 exposure has stemmed from (i.e. HR).

Confidential Employee Support

We understand these are very uncertain and stressful times for all of us. We encourage you to let your supervisor know if you are struggling.

Be reminded that we do provide employees with confidential support available at:

Caron/Interload: ✉ hrc@carontransport.ca
🖨 www.humanacare.com/humanalife

Caron USA: ✉ humanresources@carontransport.com
🖨 www.workforcenow.adp.com (LifeCare)

Ken Johnson Trucking: ✉ hrc@carontransport.ca
🖨 www.fseap.ca (Drivers)
🖨 www.login.lifeworks.com (Non-Drivers)

Support each other, watch out for each other, and take good care of yourself.

Stay Informed

For the most up to date information on COVID-19 in your area, please refer to both the World Health Organization (WHO) website and/or your local health services website via the links below:

Global	World Health Organization	www.who.int/
USA	Centers for Disease Control and Prevention	www.cdc.gov
CAN	Public Health Agency of Canada	www.canada.ca/public-health
AB	Alberta Health Services	www.albertahealthservices.ca/
BC	HealthLink BC	www.healthlinkbc.ca
SK	Government of Saskatchewan	www.saskatchewan.ca/
ND	North Dakota State Government	www.health.nd.gov
TX	Texas Human and Health Services	www.dshs.state.tx.us

If you are aware of any changes to health updates in your local area(s), please notify HR as soon as possible so they can update communications and/or processes as required.

STAY SAFE and STOP THE SPREAD.