



## Customer Safety During COVID-19

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# PICA-KEEPING CUSTOMERS SAFE DURING COVID -19 OUTBREAK





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### **Background**

Coronavirus disease (COVID-19) is an infectious disease caused by a new virus that has not been previously identified in humans. The virus causes respiratory illness (like the flu) with symptoms such as a cough, fever and in more severe cases, pneumonia. You can protect yourself by washing your hands frequently, using an alcohol-based rub frequently and refrain from touching your face. The new coronavirus spreads primarily through contact with an infected person when they cough or sneeze, or through droplets of saliva or discharge from the nose/mouth.

***“This is not just a public health crisis; it is a crisis that will touch every sector; so every sector and every individual must be involved in the fight.”***

### **PICA’s Resilience**

While PICA continues to operate business during this pandemic, sanitary work practices that limit the spread of disease are very essential and are taken seriously by the entity. You, our valued customers will rely on us to maintain a clean environment, especially during community spread. PICA will continue to implement sanitation routines to ensure that our customers will not contract the virus while conducting business at any of our locations.



Whereas we promote our non-interactive or servicing methods such as online facilities and dropbox usage, we are aware that some transactions will need face-to-face contact; hence, sanitization areas are provided for both employees and customers. Employees are well equipped with the necessary protective gear (hand sanitizers, gloves, and facemask).





## PICA'S "WE CARE" RESPONSE STRATEGY

Posters are placed around the Agency encouraging customers and employees to take extra precautions to avoid transmitting disease. The Ministry of Health and Wellness (MOHW) recommends that persons avoid touching their eyes, nose and mouth and stay six feet away from others whenever possible.

### WE CARE FOR OUR STAFF

1. Upon arrival at work:

- Hands are washed at the bathroom up to the elbow for 20 seconds
- Paper towel or tissue paper is used to turn off taps and open doors used
- Towels are disposed of immediately
- Staff are then prepared to serve customers
- Door handles are sprayed periodically



2. If a member of staff is exposed or displays symptoms of COVID-19, they will be placed in PICA's designated emergency reserved areas and MOHW (888-ONE-LOVE) 663-5683 is called.
3. Once advised by MOHW and the employee(s) are positively identified as requiring testing for COVID-19, any area exposed to COVID-19 will be shut down and sanitized.
4. Team members will be sent home in accordance to MOF Leave advisory then contact tracing will be done.

***Our Captain Andrew Wynter, JP, is provided with daily/weekly reports.***



## WE CARE FOR OUR CUSTOMERS

Reduce the chances of being infected or spreading COVID-19 by taking some simple precautions:

- Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.
  - ✚ Utilize sanitization areas provided by the Agency
- Wearing of a face mask is mandatory when conducting business at PICA
- Maintain social distancing between yourself and others, by using our social distance markers as a guide
- Avoid touching eyes, nose and mouth
- Make sure you, and the people around you, follow good respiratory hygiene. ***“We are in this together”***
- Stay home- ***“Tan a yu yaad”***



✚ If you do not have an urgent matter use our non-interactive or servicing methods

✚ If you have even minor symptoms such as cough, headache, mild fever until you recover.

✚ If you have come in contact with a confirmed case



STAY HOME

***“The virus cannot move on its own. If we control our movement, we control its spread.”***

***-PM Hon. Andrew Holness***

**BECAUSE WE CARE, WE COMMUNICATE**

An open line of communication has been kept with customers. To minimize disruption to PICA’s operations Customers and Employees are kept informed of COVID- 19 developments and PICA’s responsive actions.

1. Facts about COVID-19 Developed and disseminated



- 888-ONE-LOVE (663-5683) displayed in all Units
- “Have you gone 20 seconds” posters placed in bathrooms  
*(promoting handwashing for 20 seconds up to the elbows as the first line of defence)*
- Island-wide MOHW approved messages promoting respiratory hygiene actions secured and disseminated
- Signage regarding preventative measures placed across the Agency that are simple, effective, bold and clear
- Messages are circulated from the CEO’s desk on preparedness, protocols, and responsiveness
- MOHW flyers and emergency numbers circulated



2. Promotion of non-interactive or servicing methods

- Online facilities promoted
- Dropbox usage promoted
- Change in business hours communicated
- All social media platform utilized providing clear guidelines for how customers should interact with employees and each other.





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