

Spring 2020

Toronto Pearson and our aviation community are in an unprecedented situation because of COVID-19. During these uncertain times we are steadfast in maintaining the safety and wellbeing of our airport workers.

We want to update you on the measures we are taking to stop the spread of COVID-19, as well as arm you with reliable health and safety information that you can use as a guideline at work and at home.



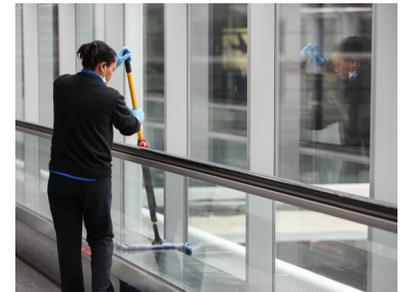
## Maintaining a safe environment at Pearson

We continue to work with the **Public Health Agency of Canada (PHAC)**, and all our partners at Pearson, to put into place enhanced cleaning protocols that protect airport workers and passengers.

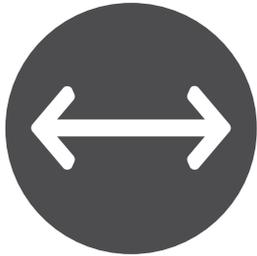
Here are some of the elevated cleaning procedures for our employee and passenger safety:

- We have added more meticulous cleaning procedures in conjunction with our custodial partner, Dexterra. We will continue to review and adjust these processes as needed.
- Staff cleaning hours have been increased.
- We have placed more hand sanitizer stations at key terminal locations and other heavily travelled areas.
- Cleaning crews are using disinfectant wipes and solutions for escalators, moving sidewalks, stairwells and baggage cart handrails and handles.
- Hard surfaces are regularly sanitized.
- There is ongoing enhanced disinfection of terminal washrooms.
- Passenger processing kiosks are frequently cleaned.
- The LINK Train, a conduit for employees and passengers, is **regularly and thoroughly cleaned**.

If you have questions about your organization's policy on personal protective equipment, sick leave or any other safety concerns, please contact your manager to learn about the guidelines in place where you work.



## Physical distancing to keep employees and passengers safe



Physical distancing is an important way to slow the spread of COVID-19.

Maintaining a safe distance of six feet or more from others whenever possible helps protect you and your loved ones from COVID-19. We also recommend that you avoid contact with people who are sick.

We have posted signage in all employee spaces, including the terminals, to remind you and passengers to keep a safe distance from each other.

 **Maintain a safe distance from others whenever possible to protect yourself and loved ones.**

 Remember to wash hands often with soap and water and use safe cough and sneeze etiquette.

 Watch for updates on COVID-19 at [torontopearson.com/employeeupdate](https://torontopearson.com/employeeupdate)



 **COVID-19 and travel: What you should know**

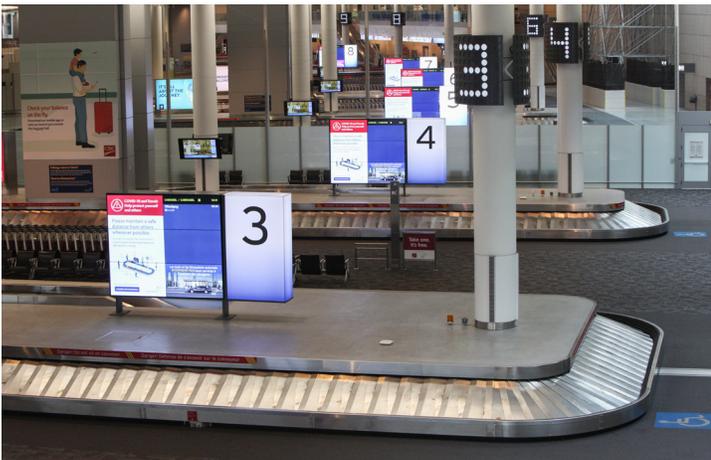
**Please maintain a safe distance from others.**



When you return from international travel, the Government of Canada recommends a 14 day self-isolation period.

For more information visit: [canada.ca/coronavirus](https://canada.ca/coronavirus)





## Keep safe with personal hygiene practices



As an airport employee, we recommend good hygiene practices consistent with the recommendations from PHAC:

- Wash your hands regularly with soap and warm water for at least 20 seconds, especially when working in or travelling through busy public areas.
- Cough and sneeze into your arm.
- Stay home if you're sick.
- Use alcohol-based hand sanitizer whenever you are unable to wash your hands.



Airport employees whose work involves going through non-passenger screening (NPS) and non-passenger screening vehicle (NPS-V) checkpoints, are required to wear a face mask when directed to do

so by a Canadian Air Transport Security Authority screening officer, as per the Minister of Transport. Refusal to comply could result in denied access to the restricted area so employees will need to have one available if entering an NPS or NPS-V.

Employees should follow all additional directives from their employers with regards to personal protective equipment.



## Keep them clean:

If you can't wash, use sanitizer on your hands often.



## Keep them clean:

If you can't wash, use sanitizer on your hands often.



## Practice safer coughing:

Use your elbow or sleeve if you need to cough or sneeze.



## National Day of Mourning, April 28.



In partnership with the Toronto Airport Workers Council (TAWC), we recognized April 28 as the National Day of Mourning. This is a day dedicated to remembering workers that have lost their lives, suffered injury or illness while on the job, or experienced a workplace tragedy. This year we asked all airport workers to stand and take a moment of silence in solidarity for a better workplace.

With each worker tragedy there are loved ones and co-workers who are directly affected and deeply impacted. The National Day of Mourning is not only a day to remember and honour those who were injured or who lost their lives due to a workplace tragedy, but also a day to renew our commitment to improve health and safety in the workplace and prevent further injuries, illnesses and deaths.

Here are some statistics on workplace deaths and injuries from the **Canadian Centre for Occupational Health and Safety**:

- In 2018, 1,027 workplace fatalities were recorded in Canada, an increase of 76 from the previous year. Among these deaths there were 27 young workers aged 15-24.
- In 2018, there were 264,438 claims accepted for lost time due to a work-related injury or disease, including 33,058 from workers aged 15-24.

*Source: Association of Workers' Compensation Boards of Canada*



In an effort to keep Pearson safe, the GTAA Safety Team holds weekly calls with our Toronto Pearson Worker Health and Safety Forum group, answering questions and concerns raised by our airport union groups led by the Toronto Airport Workers Council (TAWC). If you would like more information on these sessions, please email [safety@gtaa.com](mailto:safety@gtaa.com).



## Useful COVID-19 information and resources

- For the most up-to-date information on the COVID-19 pandemic, visit the [Public Health Agency of Canada's web page](#).
- For local information, please visit [Toronto Public Health](#).
- The Government of Ontario has information about protecting yourself and your loved ones against COVID-19, including the [COVID-19 self-assessment](#).
- If you have concerns about your health, seek advice from your health care provider or contact Telehealth Ontario at 1-866-797-0000.
- Watch for Pearson employee updates at [torontopearson.com/employeeupdate](https://torontopearson.com/employeeupdate).

## If you see a safety concern, report it:

### Call 416-776-3033 for emergencies

These include life-threatening situations or anything that may cause significant damage or injury. Do not call 9-1-1 when on airport property.

### Call 416-776-3055 for non-emergencies

Call this number for urgent but non-life-threatening situations, safety hazards or unsafe conditions.

### Email [report\\_it@gtaa.com](mailto:report_it@gtaa.com) for any proactive safety concerns

A proactive concern is when you have witnessed an unsafe act or have concerns that a situation may be unsafe.

### Call 416-776-7381 for Security Operations

Some concerns include security, gates not closing, doors left open, unattended baggage, observed piggybacking.

**Thank you for doing your part to keep us safe and healthy during this pandemic.**

*This information is not intended to provide medical advice. If you have medical questions, consult a health practitioner or your local public health unit. If you are having difficulty breathing or experiencing other severe symptoms, call 911 immediately. Advise them of your symptoms and travel history.*