

# Frequently Asked Questions (FAQ)

Last Updated: March 17, 2020 10:30am



## Prevention & Response Measures – Doing My Part

### 1. *What else can I do to protect myself and others?*

To help protect against all respiratory illnesses, including the flu and COVID-19, you should:

- Wash your hands often and well.
- Avoid touching your face, nose, or mouth with unwashed hands.
- Avoid spitting in public
- Clean and disinfect surfaces that are frequently touched
- Clean high touch personal items e.g. cell phone, TV remotes, headphones
- Reduce close contact in general e.g. no handshakes
- Avoid close contact with people who are sick
- Stay at home and away from others if you are feeling ill
- When sick, cover your cough, sneezes with your elbow, and then wash your hands.

Additional information can be found on the Public Health Agency of Canada and Alberta Health websites:

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

<https://www.albertahealthservices.ca/topics/Page16944.aspx>

### 2. *How can I tell the difference between the symptoms of allergies, a cold or coronavirus?*

The difference between allergies, a cold and coronavirus are hard to detect. The main symptoms of COVID-19 are mild to severe symptoms of: fever, cough, and difficulty breathing.

While COVID-19 can cause serious illness, many patients have only mild symptoms.

This is why it is important that if you do display any of the above noted symptoms you immediately report to the onsite Medical Center (if you are at Albion or Horizon), or contact 811 – Health Link in any province.

### 3. *Should I disclose to the company or the Medical Centre at our field locations if I fit within an ‘at risk’ category?*

No. If you feel unwell at work, please contact your supervisor immediately and follow the health screening protocols. If you are at home, call Health Link at 811 in any province.

### 4. *If I fit within an ‘at risk’ category, should I make alternate work arrangements to reduce my risk of exposure?*

- We are aligned with public health officials to screen if you have symptoms based on factors such as travel history outside of Canada or close contact\* with anyone with symptoms or travel history.
- However, employees may self-isolate or stay at home if you are a person with a compromised immune system or have an underlying medical condition. Please discuss with your supervisor.

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**5. *I'd like to be more prepared, and prepare my family in the event I could be quarantined at site/field locations. If we have to quarantine people at site, how does that work?***

We have prepared specific dorm/floors and associated procedures for use in the event that it becomes necessary to be quarantined at site. These include cleaning and sanitization, food service and medical support. We also have arrangements in place to remove affected individuals from Oil Sands sites safely and expediently.

**6. *How do I update my contact information and emergency contact information?***

You can update your personal contact information via HR Central ESS from a work computer or via the HCM Cloud app.

- Click on the Personal information tile.
- Click on the Contact Info tile
- View, add, or edit contact information such as phone numbers and e-mail addresses

To update emergency contact information, please send an email to [HR@cnrl.com](mailto:HR@cnrl.com).