ALBERTA COVID-19

OPERATIONAL PLAN TEMPLATE

We are pleased to send you a copy of the CFIB’s PANDEMIC Operational Plan Template. This is a simple Word document which you can customize to suit your needs. This guidance document provides basic information only. It is not intended to take the place of medical advice, diagnosis, or treatment of legal advice. It is advised to consult with your local public health unit regarding specific questions.

The Alberta government recommends businesses complete the government’s [Relaunch Considerations for Businesses template](https://www.alberta.ca/assets/documents/covid-19-relaunch-considerations-for-businesses.docx) and post it in their business or online. CFIB’s operational plan can be used as a guide to complete the government’s template and is optional for businesses who want a supporting document to use internally with their staff.

* Businesses must adapt their plans to follow any government [sector specific guidance](https://www.alberta.ca/guidance-documents.aspx) relevant to their business or industry;
* The plan should include written procedures as required by [Section 15(3)](https://www.qp.alberta.ca/1266.cfm?page=2003_062.cfm&leg_type=Regs&isbncln=9780779776221&display=html) in Alberta’s OHS Regulation on employee safety training;
* A copy of the plan must be posted at the businesses or online and available for government officials to review upon request.

***Other Resources***

* [Government of Alberta – guidance documents for businesses](https://www.alberta.ca/assets/documents/covid-19-relaunch-considerations-for-businesses.docx)
* [Government of Alberta – public health measures in place](https://www.alberta.ca/enhanced-public-health-measures.aspx%22%20%5Cl%20%22restrictions)
* [Government of Alberta – Alberta Biz Connect for COVID-19 supports and resources](https://www.alberta.ca/biz-connect.aspx%22%20%5Cl%20%22guidance)
* [Government of Alberta – COVID-19 Information Posters](https://www.alberta.ca/covid-19-information-posters.aspx)
* [Alberta Health Services – infection and prevention control measures](https://www.albertahealthservices.ca/info/Page6410.aspx)
* [Alberta Occupational Health & Safety – reporting and investigating injuries and incidents](https://ohs-pubstore.labour.alberta.ca/li016)
* [Alberta Occupational Health & Safety – reporting and investigating potentially serious incidents](https://ohs-pubstore.labour.alberta.ca/li016-1)
* [Government of Alberta – Occupation Health & Safety resources](https://ohs-pubstore.labour.alberta.ca/covid-19)
* [Government of Canada – Advice for essential retailers during COVID-19 pandemic](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/advice-essential-retailers.html)
* [Public Health Agency of Canada – Coronavirus disease (COVID-19): Outbreak update](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html)
* [Public Health Agency of Canada – Preventing COVID-19 in the Workplace](https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/preventing-covid-19-workplace-employers-employees-essential-service-workers/preventing-covid-19-workplace-employers-employees-essential-service-workers-eng.pdf)

***A few hints on customizing this template:***

* Words highlighted in grey must be replaced by information specific to your business and/or province.
* We have also included some optional tips; they are to be deleted before printing this document.

***Recommendations for using CFIB templates:***

In keeping with best practices, we recommend that all businesses clearly communicate their expectations and personally review policies with all employees. There are a few different ways of proceeding:

1. An employer can decide to provide each employee with a copy of all internal policies,

**OR**

1. A binder can be made available (in a shared common area) containing all the policies;

**AND**

1. It is recommended to have a Pandemic Health & Safety plan in conjunction with this Pandemic Operational plan. This will help you set a precedence with your employees as to the new expectations when in the workplace.

***Important Notes:***

* Don’t forget to regularly update any policy so that it reflects all legislative/regulatory changes.
* As a member of CFIB, your membership gives you access to our business support services. Our Counsellors can assist members when customizing these documents, but it is always recommended that the final draft be reviewed with a qualified/certified professional (i.e. employment lawyer).
* If you are a federally regulated business, this policy may not be in line with the Canada Labour Code. Please discuss those specific needs directly with a CFIB Counsellor.

**Need customized advice? Contact us!**

**1 888 234-2232 |** **cfib@cfib.ca**

This guide is provided to you for information purposes only. CFIB cannot be held responsible for its final content or for any subsequent use and interpretation thereof by the company or a third party.

We suggest that you remove this introductory page when preparing your company’s policy.

**Operational Plan Template**

Pandemic Operational Plan - Company Name.

Date: Date

Business address: Location

At Company Name, the health of our employees and customers are important to us. We have created this document to clarify the actions that Company Name will take in order to ensure the wellbeing of everyone in our place of business and community. This document can be found at location and will regularly be updated by H&S contact/supervisor. Should you have any questions, recommendations or concerns, please contact Name at phone number or e-mail address.

Once completed, print and keep a copy of the plan in your place of business. Inform the appropriate employee(s) of the location of the printed plan. If procedures and steps are modified, print a new copy of the plan and replace the existing copy on location. This plan should be communicated to employees

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| **Covid-19 Signage in Public Areas** |
| Company Name will affix signage on proper hand hygiene, respiratory hygiene, and physical distancing throughout the facility and outdoor settings as applicable. At a minimum, signage must be placed at any common entrance and location where people tend to congregate. Should you have any questions, recommendations or concerns, please contact Name at phone number or e-mail address. |
| The [suggested signage](https://www.alberta.ca/covid-19-information-posters.aspx) has been affixed in this location in the appropriate locations: | Yes | No | N/A |
| [Open for business sign](https://www.alberta.ca/covid-19-information-posters.aspx) (throughout the business and points of entry)  | ☐ | ☐ | ☐ |
| [Physical distancing sign](https://www.alberta.ca/covid-19-information-posters.aspx)(throughout the business and points of entry) | ☐ | ☐ | ☐ |
| [Staff and Customer screening and symptoms sign](https://www.alberta.ca/covid-19-information-posters.aspx)(points of entry) | ☐ | ☐ | ☐ |
| [Prevention sign](https://www.alberta.ca/covid-19-information-posters.aspx) (points of entry, staff rooms if applicable) | ☐ | ☐ | ☐ |
| [Food serving sign](https://www.alberta.ca/covid-19-information-posters.aspx)  (customer points of entry) | ☐ | ☐ | ☐ |
| [Hand Washing Sign](https://www.albertahealthservices.ca/assets/healthinfo/ipc/if-hp-ipc-flu-handwash-how-to.pdf)(washrooms and handwashing stations if applicable) | ☐ | ☐ | ☐ |
| [Best Practices Guide for Safety (Not Necessary)](https://www.alberta.ca/assets/documents/covid-19-workplace-guidance-for-business-owners.pdf)(manager’s office and/or staff room if applicable) | ☐ | ☐ | ☐ |
| [Elevator Physical Distancing Sign](https://www.alberta.ca/covid-19-information-posters.aspx)(elevator doors if applicable) | ☐ | ☐ | ☐ |
| A list of important emergency resources(This would include a list of local public health screening centres, mental health resources, self-screening links and the contact information for public health authorities) | ☐ | ☐ | ☐ |
| **Physical Distancing Measures** |
| Company Name will ensure the physical distancing of 2 meters (6 feet) at all times for both our clients and employees inside our business as well as any lines entering our place of business. Should you have any questions, recommendations or concerns, please contact Name at phone number or e-mail address. |
| The following physical distancing measures are in place at this location:Detail in this space the physical distancing measures put in place at this location such as:* Clients and employees must not be permitted to congregate in groups;
* Clients and employees will avoid common greetings, such as handshakes;
* Designated employee should monitor adherence to physical distancing requirements on premises;
* The number of employees and customers on-site will be restricted;
* Customers may partake in their activity while maintaining physical distancing requirements;
* Time slots for seniors and vulnerable customers to shop;
* Stagger worker arrival/departure times, and restrict access to lunch room and common areas to minimize crowding in staff only spaces;
* Go digital for forms, reports, documents. If paper is necessary – wash hands after handling.
* Have delivery or loading bay procedures - including physical distancing, enhanced hygiene and cleaning practices.
* Designate lockers, storage spaces or tools for each worker.
* Alter the workplace to ensure physical distancing requirements (I.e. arrange furniture position to allow 2-meter rule, provide visual cues on floor for distancing and for directional movement of clients);
* Situations where interfacing between employees and customers is common might want to install a plexiglass screen at the cash desk or between working spaces;
* In elevators, the number of people getting into each car to no more than 2 at a time. People should consider only riding the elevator with their own household, taking the stairs, or waiting for the next elevator.
 |
| The following employee(s) is(are) responsible for monitoring adherence to physical distancing requirements at this location: |
| Insert Employee Name | Insert Employee Name |
| Insert Employee Name | Insert Employee Name |
| Insert Employee Name | Insert Employee Name |
| Insert Employee Name | Insert Employee Name |

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| **Cleaning and Disinfection Procedures** |
| Company Name has developed cleaning protocols to ensure that all common areas are cleaned and disinfected twice daily, or more often as required (i.e. if soiled). Health and Safety is a responsibility that belongs to everyone in the workplace. Should you have any questions, recommendations or concerns, please contact Name at phone number or e-mail address.  |
| The following cleaning and disinfection procedures are in place at this location:Detail in this space the cleaning and disinfection procedures in place at this location such as:* Company Name will ensure that all the necessary supplies such as hot/cold potable running water, liquid soap, paper towel, and garbage bins, for handwashing; or minimum [60% alcohol based hand sanitizer](https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html); toilet paper, [cleaning and disinfecting supplies](https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html) and personal protection equipment are available as appropriate.
* Company Name will ensure that employees are trained on hazards and safe-use procedures associated with cleaning and disinfecting products – including PPE and storage.
* Employees cleaning the workspaces should read and follow manufacturer’s instruction for safe use of cleaning and disinfection and use products according to the label directions and instruction from company’s cleaning authority contact. [Cleaning and disinfecting supplies](https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html) that clean and disinfect all at once may require the use of disposable gloves, gloves should be [disposed of appropriately](https://www.canada.ca/en/public-health/services/video/covid-19-how-to-take-off-disposable-gloves.html) after cleaning. More information on cleaning and disinfection can be found on the [Government of Canada website](https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/coronavirus/cleaning-disinfecting-public-spaces/cleaning-disinfecting-public-spaces-eng.pdf).
* Employees and clients should not be present in the area during the cleaning of the workplace to allow enough contact time for disinfectants to kill germs based on the product being used
* Regularly disinfect throughout the day frequently touched areas such as countertops, chairs (including below the front of the seat), shared tools and equipment, phones, cashier equipment, light switches, public washrooms, doorknobs, handles, faucet handles, and etc.
* Disinfectant wipes and hand sanitizer are available to workers and customers at customer service or help desks, checkouts and entrances/exits.
 |
| The following [cleaning and disinfection supplies](https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html) are available at this location:Detail in this space the cleaning supplies available at this location & where to find them. |
| The following employee(s) is(are) responsible for the monitoring of supplies to ensure stock is maintained during operating hours: |
| Insert Employee Name | Insert Employee Name |
| The following employee(s) is(are) responsible for maintaining the house cleaning and disinfecting log: |
| Insert Employee Name | Insert Employee Name |
| **Employee Wellness and Hygiene** |
| Company Name will ensure that all employees are informed of the best practices to encourage proper hygiene etiquette. Additionally, the necessary products and equipment will be available to you in the workplace to follow these best practices. Health and Safety is a responsibility that belongs to everyone is the workplace and we encourage you to review a document like the [Alberta Workplace Guidance for Business Owners](https://www.alberta.ca/assets/documents/covid-19-workplace-guidance-for-business-owners.pdf). We have also reviewed our sick leave policy & Health and safety policy to ensure employees are not coming to work unless they are healthy. Should you have any concerns about your wellbeing in the workplace, please contact your H&S representative/supervisor/Human Resources contact Name at e-mail address. |
| The following employee wellness and hygiene procedures are in place at this location:While at work to help stop the spread of germs:* Avoid touching your eyes, nose or mouth with unwashed hands;
* Cover your mouth and nose with a tissue when you cough or sneeze and throw the used tissue in the trash and wash or sanitize hands;
* Allow employees to use non-medical masks. Non-medical masks are not proven to protect the person wearing the mask, but might prevent the wearer from spreading the virus. Only use in addition to other control measures. Please refer to [Alberta Health’s Guidance for wearing of non-medical face masks](https://www.alberta.ca/assets/documents/covid-19-guidance-for-wearing-non-medical-masks.pdf) or [Health Canada’s non-medical masks and face coverings](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html).
* If you do not have a tissue, cough or sneeze into your elbow, not in your hands and then wash your hands immediately afterwards;
* When coming into work and leaving work, please wash/sanitize your hands for at least 20 seconds;
* You are encouraged to clean your cell phone upon arriving at work with a sanitizer wipe (if available);
* Respect the 2-meter physical distancing measures with all your colleagues and clients;
* Handshakes, hugs and direct contact are not permitted;
* Avoid contact with people who are sick
* Indicate your arrival and departure times with the reception desk logbook/timesheet.
* We encourage you to remind your colleagues and clients of the wellness and hygiene measures put into place.

Should you feel unwell (I.e. cough, fever, shortness of breath, runny nose, or sore throat), think you have come into contact with someone with COVID-19, or have someone from your household return from travelling abroad:* Consider having procedures in place for contact tracing and reporting to Alberta Health Services, OHS, WCB or other agencies as required by your agency.
* If you have symptoms or think that you might have COVID-19, please [use Alberta’s online assessment](https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx) to arrange testing and get tested.
* Please notify your H&S representative/supervisor/Human Resources contact Name at e-mail address.
* Albertans are legally required to isolate for 10 days if they have a COVID-19 symptom that is not related to a pre-existing illness or health condition, and 14 days if they recently returned from international travel or are a close contact of someone with COVID-19.
* To reduce the burden on the health care system and reduce additional exposure to ill individuals, the company’s sick note policy has been temporarily reviewed to no longer require a medical practitioner’s note. Please be aware that you will be required to provide a [fit-to-work assessment](https://www.ccohs.ca/oshanswers/psychosocial/fit_to_work.html) before coming back into the workplace.
 |
| The following employee hygiene procedures guide/posters are in place at this location:Detail in this space the employee hygiene procedures guide/posters in place at the location(s) |
| The following employee hygiene equipment and products are available at this location:Detail in this space the employee hygiene equipment and products in place at this location(s) |
| The following employee(s) is(are) responsible for the monitoring of supplies to ensure stock is maintained during operating hours: |
| Insert Employee Name | Insert Employee Name |
| Insert Employee Name | Insert Employee Name |

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| **Screening of employees before every shift** |
| Company Name will pre-screen all those who enter the workplace with educational posters. This pre-screening with be contactless.Should you decide to pre-screen in a more invasive manner please speak to your employment lawyer before proceeding to add the below. As a second step to assure the wellbeing of those in the workplace, we will be actively pre-screening all employees before the beginning of each shift. This pre-screening will be to visually check if the employee/customer displays any symptoms. Should there be reasonable grounds for a second level of testing such as temperature checking the employee’s personal information will be kept confidential and the following consequences will the possible result of this secondary testing. Please speak to your employment lawyer before proceeding with publicizing this section. * These protocols will vary depending on the business and could include:
	+ Instructing employees to use [Alberta Health Services self-assessment tool](https://myhealth.alberta.ca/journey/covid-19/Pages/COVID-Self-Assessment.aspx) if they need help determining whether they should get tested;
	+ Requiring the employee to go home to self- monitor should they show reasonable signs of symptoms;
	+ Consider having a screener at the facility entrance(s) to conduct active screening of employees and visitors and/or reminders of protocol within the workplace.
	+ Please remember that any screening should have reasonable cause before acting on consequences.
	+ Suggestions for consideration might be:
		- Pre-screening employees before the beginning of each shift by using page 13 of [Alberta’s Workplace Guidance document](https://www.alberta.ca/assets/documents/covid-19-workplace-guidance-for-business-owners.pdf) for a COVID-19 [screening questionnaire](https://www.cfib-fcei.ca/sites/default/files/2020-04/Screening%20Questionnaire%20for%20COVID19.pdf)
		- Advising those who are either symptomatic and/or have been advised by Public Health to self-isolate, to remain home and not enter the premises
		- Provide PPE
		- Ensure to protect all personal information in such a manner as to protect the personal privacy of employees
		- Temperature checks (only with reasonable cause)
		- Contact the local public health authority and business owner/HR contact should there be a confirmed or suspected case
		- Should you feel unwell (I.e. coughing, sneezing, fever, shortness of breath, runny nose, etc.), think you have come into contact with someone with COVID-19, or have someone from your household return from travelling abroad:

The following employee(s) is(are) responsible for pre-screening employees at the beginning of their shifts: |
| Insert Employee Name | Insert Employee Name |
| Insert Employee Name | Insert Employee Name |