NEW BRUNSWICK COVID-19 OPERATIONAL PLAN TEMPLATE

We are pleased to send you a copy of the CFIB’s New Brunswick COVID-19 OPERATIONAL PLAN TEMPLATE. This is a simple Word document which you can customize to suit your needs. This guidance document provides basic information only, and is based off of the [COVID-19 Operational Plan Template created by WorkSafeNB](https://www.worksafenb.ca/media/61016/embracing-the-new-normal.pdf). It is not intended to take the place of medical advice, diagnosis, or treatment of legal advice.

**Your business must create and implement a Pandemic Operational plan:**

* The plan must follow the recommendations and requirements of the [Mandatory Order for COVID-19](https://www2.gnb.ca/content/dam/gnb/Corporate/pdf/EmergencyUrgence19.pdf);
* The plan must outline how your business will manage the safe opening & operation of business;
* The plan should be adapted and include sector specific measures put forward by government;
* A copy of the plan must be present at the workplace and available for review by government officials. Public Health Inspectors, WorkSafe NB or the Department of Public Safety may perform unannounced or pre-scheduled visits at your place of business.

***Other Resources***

* [NB’s Recovery Plan](https://www2.gnb.ca/content/gnb/en/corporate/promo/covid-19/recovery.html)
* [Red Level](https://www2.gnb.ca/content/gnb/en/corporate/promo/covid-19/recovery.html#red), [Orange Level](https://www2.gnb.ca/content/gnb/en/corporate/promo/covid-19/recovery.html#orange), [Yellow Level](https://www2.gnb.ca/content/gnb/en/corporate/promo/covid-19/recovery.html#yellow) and [Green Level](https://www2.gnb.ca/content/gnb/en/corporate/promo/covid-19/recovery.html#green)
* [Guidelines for New Brunswick Workplaces re-opening in a COVID-19 environment](https://www.worksafenb.ca/media/61016/embracing-the-new-normal.pdf)
* [Guidance Document of General Public Health Measures During COVID-19 Recovery](https://www2.gnb.ca/content/dam/gnb/Departments/eco-bce/Promo/covid-19/guidance-ph-measures.pdf)
* [WorkSafeNB COVID-19 - Frequently Asked Questions](https://www.worksafenb.ca/safety-topics/covid-19/covid-19-frequently-asked-questions/)
* [Guidance on cleaning and disinfection for COVID-19](https://www2.gnb.ca/content/dam/gnb/Departments/h-s/pdf/CDCOVIDE.pdf)
* [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)
* [Canadian Centre for Occupational Health and Safety - Pandemic (COVID-19) Tip Sheets](https://www.ccohs.ca/products/publications/covid19/)

***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.

***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 | ms.nb@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

NB Covid-19 Operational Plan Template

COVID-19 Operational Plan - Company Name.

Date: Date

Business address: Civic address

Owner/manager: Name Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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 Name. This plan will be reviewed regularly and updates will be communicated to all employees.

* We have completed a [risk assessment](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/risk-informed-decision-making-workplaces-businesses-covid-19-pandemic.html) to determine the engineering, administrative controls and/or PPE controls necessary to mitigate the risk of COVID-19 exposure.
* We have determined if our workplace must implement a passive or active screening process as indicated on page 11 of the [Embracing the New Normal guide.](https://www.worksafenb.ca/media/61016/embracing-the-new-normal.pdf)
* The following operational plan includes isolation considerations for out of province employees if applicable as indicated on page 14 of the [Embracing the New Normal guide.](https://www.worksafenb.ca/media/61016/embracing-the-new-normal.pdf)
* Occupational Health and Safety Act and Regulation Requirements have been discussed with employees:
  + [Responsibilities](https://ohsguide.worksafenb.ca/topic/rights.html) under the OHS Act and regulations;
  + [Three rights](https://ohsguide.worksafenb.ca/topic/rights.html) under the OHS Act;
  + Employees have received orientation, information and training on the new policies and processes implemented regarding COVID-19;
  + Employee training on the [work refusal](https://www.worksafenb.ca/safety-topics/covid-19/covid-19-and-the-right-to-refuse/) process has been provided;
  + Supervisors are knowledgeable of guidelines and processes established by Public Health;
  + Employees have received information, instruction and training on the personal protective equipment required to protect against COVID-19 when appropriate;
  + The proper personal protective equipment are being made available and maintained when appropriate;
  + Competent and sufficient supervision to ensure employees are complying with policies, procedures and processes is in place.
  + All employees have been informed of the requirement to co-operate with Public Health if there is a suspected or confirmed case of COVID-19 in the workplace.

Should you have any questions, recommendations or concerns, please contact Name at phone number AND 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 has affixed signage on proper hand hygiene, respiratory hygiene, and physical distancing throughout the facility and outdoor settings as applicable.  Should you have any questions, recommendations or concerns, please contact Name at phone number AND e-mail address. | | | |
| The required signage has been affixed in this location in the appropriate locations: | Yes | No | N/A |
| [Public Health Sign](https://www2.gnb.ca/content/dam/gnb/Departments/h-s/pdf/en/CDC/PosterCL.pdf) (throughout the facility and outdoor as applicable) | ☐ | ☐ | ☐ |
| [Physical Distancing Sign](https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/coronavirus/social-distancing/social-distancing-eng.pdf) (throughout the facility and outdoor as applicable) | ☐ | ☐ | ☐ |
| [Customer Screening Sign](https://www.cfib-fcei.ca/sites/default/files/2020-04/Screening%20Questionnaire%20for%20COVID19.pdf)  (customer points of entry) | ☐ | ☐ | ☐ |
| [Hand Washing Sign](https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/coronavirus/covid-19-handwashing/covid-19-handwashing-eng.pdf)   (washrooms and handwashing stations if applicable) | ☐ | ☐ | ☐ |
| [Hand Sanitizer Sign](https://www2.gnb.ca/content/dam/gnb/Departments/h-s/pdf/SanitizerDesinfectant.pdf)  (washrooms and handwashing stations if applicable) | ☐ | ☐ | ☐ |
| [Elevator Physical Distancing Sign](https://sharedhealthmb.ca/files/elevator-poster-eng.pdf)  (elevator doors if applicable) | ☐ | ☐ | ☐ |
| [Use the Stairs Sign](https://sharedhealthmb.ca/files/stairwell-poster-eng.pdf)  (stairwell entries and elevators if applicable) | ☐ | ☐ | ☐ |
| [Screening tool](https://www.worksafenb.ca/media/60944/covid-19-screening-questionaire-english.pdf)  (common employee spaces if applicable) | ☐ | ☐ | ☐ |
| [Cleaning and Disinfecting Public Spaces](https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/coronavirus/cleaning-disinfecting-public-spaces/cleaning-disinfecting-public-spaces-eng.pdf)  (common employee spaces if applicable) | ☐ | ☐ | ☐ |
| [Debit/Credit Terminal Sign](https://www.nuleafproducemarket.com/wp-content/uploads/2020/03/PLEASE-USE-CASH-OR-DEBIT-600x777.png)  (all point-of-sale terminals & customer points of entry) | ☐ | ☐ | ☐ |

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| **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 AND e-mail address. | | |
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| **Measures used to maintain physical distancing** | **Steps taken to ensure minimal interaction of people.  (2 metres separation)** | |
| Between employees | e.g. – assigned workstations that are separated by 2 metres | |
| Between clients | e.g. – directional signs on floor to avoid meeting in aisles | |
| Between employees and clients | e.g. – barrier in place between cashier and customer | |
| 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 |

Examples of physical distancing measures:

* The workplace has been be altered 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 deserve special considerations for mutual protection (I.e. installing a Plexiglas screen at the cash, have the customer service representative wear a reminder for customers to keep their distance);
* Establish a protocol to ensure people don’t congregate in groups (stagger start and break times, virtual rather than in-person meetings, limit access to common areas, etc.);
* Evaluate options to reduce staff onsite, such as having some staff work from home, changing shift times and, implementing flexible work hours;
* Sales representatives will wear signs to remind clients of physical distancing requirements;
* Evaluate the risk of employees coming closer than two metres in all parts of the facility. Stairwells, entry and exit points and narrow hallways can present a challenge. Consider implementing one-way traffic zones where possible (one stairwell for walking up, a different one for walking down).
* The number of employees on-site will be restricted;

If your workplace **CANNOT** ensure minimal interaction of people within two metres of each other – the requirements listed below must be implemented;

* Where feasible, install physical barriers (clear plastic guard, cubicle walls of appropriate design, curtains). If physical barriers are not possible: Implement active screening processes and implement enhanced handwashing and sanitation/cleaning practices in shared areas and for shared items.
* Provide personal protective equipment such as: Hand protection (nitrile, rubber or latex gloves), Eye protection (safety glasses, goggles or face shield), Other PPE as determined necessary through the risk assessment.
* In areas/rooms where minimal interaction of people within two metres of each other is not possible, maintain a visitor and employee log. This must be made available to Public Health for contact tracing purposes if it’s identified that a person who tested positive for COVID-19 was present in that area.

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| **Cleaning / Disinfection of Shared Areas and Surfaces** | | | |
| Company Name has developed cleaning and disinfection protocols to ensure that all shared areas and surfaces are cleaned and disinfected. Should you have any questions, recommendations or concerns, please contact Name at phone number AND e-mail address.  *Note that cleaning products remove visible soil and/or dirt from surfaces. Disinfecting products are used to destroy bacteria and viruses.* | | | |
| Cleaning product | | List cleaning products. | |
| Mixing instructions | | Insert mixing instructions if applicable. | |
| Disinfecting product | | List disinfecting products | |
| Mixing instructions | | Insert mixing instructions if applicable. | |
| The following shared areas and surfaces are part of the enhanced cleaning / disinfection procedure. | | | |
| **Cleaning** | | **Disinfecting** | |
| *Location* | *Frequency* | *Location* | *Frequency* |
| e.g. – Floors | e.g. - Daily | e.g. – POS terminal | e.g. – After each use |
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| 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 | |
| The following employee(s) is(are) responsible for maintaining the house cleaning and disinfecting log: | | | |
| Insert Employee Name | | Insert Employee Name | |
| Insert Employee Name | | Insert Employee Name | |

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| **Screening of employees before every shift** | |
| Company Name is actively pre-screen employees before the beginning of each shift by using the [Screening Questionnaire for COVID-19](https://www.cfib-fcei.ca/sites/default/files/2020-04/Screening%20Questionnaire%20for%20COVID19.pdf)and advise those who are either symptomatic and/or have been advised by Public Health to self-isolate, to remain home and not enter the premises.  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 |