NOVA SCOTIA COVID-19 PANDEMIC OPERATIONAL PLAN TEMPLATE

COVID-19 has undoubtedly changed the world we live and operate our businesses in. A COVID-19 Operational Plan is a tool that can help your business, your staff, customers, and stakeholders enter our new reality with confidence.

Not just for mitigating business risk, an operational plan will help make people feel more confident in choosing your products and services because you have made their health and safety a priority. An operational plan is not simply checking a box, it is a comprehensive plan that considers front line customer protection, internal workflows, PPE management and keeping tracking of it all. Policies, templates, and procedures will not only need to be updated, but effectively communicated to all employees, customers, and stakeholders in your business.

Knowing that you have covered precautions every step along the way will help keep your people and your business safe while meeting provincial requirements.

* Your plan must follow the recommendations and requirements of [Public Health Authorities](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms/provincial-territorial-resources-covid-19.html);
* Your plan must outline how your business will manage the safe opening and ongoing operation of your business
* A copy of the plan must be present at the workplace and available for review by government officials as Public Health Inspectors, Workers’ compensation, Occupational Health and Safety Officials, or the Department of Labour may perform unannounced or pre-scheduled visits at your place of business.

***Other Resources***

* [Nova Scotia Government’s Response to COVID-19](https://novascotia.ca/coronavirus/)
* [Preparing to Reopen Nova Scotia](https://novascotia.ca/reopening-nova-scotia/)
* [Nova Scotia workplace COVID-19 prevention plans - Sector-specific guidance](https://novascotia.ca/reopening-nova-scotia/prevention-plans/)
* [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/en/public-health/services/publications/diseases-conditions/preventing-covid-19-workplace-employers-employees-essential-service-workers.html)

***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. Anytime change is necessary in a business, getting buy-in from all those involved will increase your chances of success. We recommend meet with your staff and discuss the objectives and the roles they will play.

1. An employer can also 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 COVID-19 Operational plan. This will help you set expectations when in the workplace.

***Important Notes:***

* Update your internal policies to ensure they align with guidance documents and any legislative or regulatory changes.
* As a member of CFIB, your membership gives you access to our business support services. Our Counsellors can assist you 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 necessarily 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**](mailto: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 these introductory pages when preparing your company’s policy.

**Pandemic Operational Plan** - Company Name.

Date: Date

Business address: Location

At Company Name, the health and safety 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 well-being 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **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.  (Note that the names of the signs are hyperlinks to download the posters) | | | |
| The required signage has been affixed in this location in the appropriate locations: | Yes | No | N/A |
| [Public Health Authority Sign](https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/coronavirus/help-reduce-spread-covid-19/help-reduce-spread-covid-19-eng.pdf)  (throughout the facility and outdoor as applicable) | ☐ | ☐ | ☐ |
| [Physical Distancing Sign](https://novascotia.ca/coronavirus/docs/COVID-19-physical-distancing-sign.pdf) (throughout the facility and outdoor as applicable) | ☐ | ☐ | ☐ |
| [Customer Screening & Symptoms Sign](https://novascotia.ca/coronavirus/docs/Daily-COVID-checklist-en.pdf)  (customer points of entry) | ☐ | ☐ | ☐ |
| [Employee Screening Sign](https://novascotia.ca/coronavirus/docs/Daily-COVID-checklist-en.pdf)  (if different from customer screening sign, should be at employee points of entry & common employee spaces if applicable) | ☐ | ☐ | ☐ |
| [Mandatory Mask Sign](https://novascotia.ca/coronavirus/docs/Face-Masks-Required-Poster.pdf)  (post at points of entry and inside business) | ☐ | ☐ | ☐ |
| [Hand Washing Sign](https://novascotia.ca/coronavirus/docs/Hand-Washing-Poster.pdf)  (washrooms and handwashing stations if applicable) | ☐ | ☐ | ☐ |
| [Sector Specific CCOHS Tip Sheet](https://www.ccohs.ca/products/publications/covid19/)  (offers health and safety tips and good practices, for both employers and workers, specific to each industry or sector) | ☐ | ☐ | ☐ |
| [Mandatory guest registry](https://novascotia.ca/coronavirus/docs/mandatory-guest-registry-poster.pdf)  (For sit down food/drink customers – lets customers know they will be asked for their name and phone number) | ☐ | ☐ | ☐ |
| [Prevention Plan Checklist](https://novascotia.ca/coronavirus/docs/COVID-19-prevention-plan-checklist.pdf)  (manager’s office and/or 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) | ☐ | ☐ | ☐ |
| [Maximum Occupancy Sign](https://novascotia.ca/coronavirus/docs/COVID-19-maximum-occupancy-sign.pdf)  (used for businesses at point of entry that advises patrons how many are allowed in a business) | ☐ | ☐ | ☐ |
| [A list of important emergency resources](https://novascotia.ca/mental-health-and-wellbeing/)  (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. [Physical Distancing Best Practices](https://novascotia.ca/coronavirus/docs/social-distancing-best-practices.pdf) | |
| 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 on-site will be restricted * Customers may partake in their activity while maintaining physical distancing requirements; * Sales representatives will wear signs to remind clients of physical distancing requirements; * 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 plexiglass screen at the cash, have the customer service representative wear a reminder for customers to keep their distance); * 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 |

|  |  |
| --- | --- |
| **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 (non-medical masks and disposable gloves) are available as appropriate. * Company Name will ensure that employees are trained on how to clean and disinfect surfaces and use personal protection equipment if needed. * 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, these 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. * Items such as countertops, chairs (including below the front of the seat), rental/shared tools and equipment, phones, whiteboard markers, cashier equipment, light switches, public washrooms, doorknobs, handrails, elevator buttons, cabinet handles, faucet handles, tables, vending machines, and furniture need to be disinfected more frequently throughout the day. | |
| 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 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 [Key Responsibilities of Employees Managers and Employers document](https://www.gov.mb.ca/asset_library/en/coronavirus/workplace_responsibilities.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 * Cover your mouth and nose with a tissue when you cough or sneeze and throw the used tissue in the trash; * 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 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. 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:   * If you have symptoms or think that you might have COVID-19, please use the [Screening Questionnaire](https://covid-self-assessment.novascotia.ca/en) for COVID-19. * Please notify your H&S representative/supervisor/Human Resources contact Name at e-mail address; * We ask that you do not present yourself at work with COVID-19 symptoms and self-isolate for 14 consecutive days * 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 |

|  |  |
| --- | --- |
| **Screening of employees before every shift** | |
| Company Name will pre-screening 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 a self-assessment tool if they need help determining whether they should seek further care;   + 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 the [[Screening Questionnaire](https://ca.thrive.health/covid19/en) for COVID-19](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 |