

INTERNAL POLICY TEMPLATE (COVID-19)

PANDEMIC OPERATIONAL PLAN

In light of the current COVID-19 health crisis, it is useful to establish a clear health & safety policy for your employees to follow. At CFIB, we work tirelessly to provide you with customized service and to create specialized tools that truly meet your needs. With this in mind, we are offering an operational plan template that can be used during a pandemic such as COVID-19. You will need to adapt this template to your specific situation before implementing the policy within your company.

**Recommendations for using and implementing this policy**

When your company implements a new policy, it is important to communicate it adequately to **employees**, **subcontractors**, **partners** and **customers**. Some employees may be resistant to change or feel that the company is undermining their individual freedom by implementing this policy.

Here are a few tips to ensure that everything goes smoothly:

* Present this policy as an official document that must be taken seriously, but whose purpose is not to catch employees who are doing something wrong.
* Explain why this policy is essential.
* Make it easily accessible for employee consultation.
* Designate a contact person to answer employees’ questions and concerns.
* Encourage your employees to participate in discussions and share any recommendations they may have.
* Obtain every employee’s signature as confirmation.

**Government resources to help you customize your policy to ensure that it meets the requirements of your economic sector:**

* [CNESST: Questions and Answers – COVID-19](https://www.cnesst.gouv.qc.ca/en/prevention-and-safety/covid-19/questions-and-answers-covid-19)
* [CNESST: Workplace Sanitary Standards Guide – COVID-19](https://www.cnesst.gouv.qc.ca/salle-de-presse/covid-19-info-en/Documents/DC100-2146A-Guide.pdf)
* ​[CNESST: COVID-19 Toolkit by Economic Sectors](https://www.cnesst.gouv.qc.ca/en/prevention-and-safety/covid-19/covid-19-toolkit):
* [CNESST: Preventive Measures for Workers (poster)](https://www.cnesst.gouv.qc.ca/en/Publications/Documents/DC900-1076Aweb.pdf)
* [CNESST: Daily Checklist](https://www.cnesst.gouv.qc.ca/sites/default/files/documents/dc100-2146a-i-daily-checklist.pdf)
* [CNESST: Quick Reference - Reopening the Work Environment](https://www.cnesst.gouv.qc.ca/en/forms-and-publications/quick-reference-reopening-work-envirionment)
* [CNESST: Quick Reference -Physical Distancing in the Work Environment](https://www.cnesst.gouv.qc.ca/en/forms-and-publications/quick-reference-physical-distancing)
* [CNESST: Quick reference-Hygiene and Respiratory Etiquette](https://www.cnesst.gouv.qc.ca/en/forms-and-publications/quick-reference-hygiene-respiratory-etiquette)
* [CNESST: Quick reference - Sanitary Environment](https://www.cnesst.gouv.qc.ca/en/forms-and-publications/quick-reference-sanitary-environment)
* [CNESST: Quick Reference - Exclusion from the Workplace (isolation of workers)](https://www.cnesst.gouv.qc.ca/en/forms-and-publications/quick-reference-exclusion-workplace)
* [CNESST: Quick Reference -Measures Implemented by the Employer in the Context of COVID‑19](https://www.cnesst.gouv.qc.ca/fr/organisation/documentation/formulaires-publications/quick-reference-measures)
* [Institut national de santé publique (INSPQ](https://www.inspq.qc.ca/en))

**Here are some tips to help you customize your COVID-19 health policy:**

* Words highlighted in grey must be replaced by information specific to your company.
* *Optional instructions and tips are in italics below; you will need to delete these before printing your plan.*

It is important to periodically update your pandemic operational plan since the situation is continuously changing. New government guidelines may be put in place and existing ones may be removed. As a CFIB member, you have free, priority access to a business support service where human resources advisors are available to help you adapt or complete this document.

**IMPORTANT:** Please note that this policy does not replace public health guidelines. Official government guidelines take precedence over this document and its contents.

**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.*

*Please remove this section of tips and instructions when you adapt the policy for your own business.*

**DATE**

**PLACE**

**PANDEMIC OPERATIONAL PLAN**

At (name of your company), the health of our employees and customers is extremely important to us. It is with this in mind that we have installed new equipment and established new health measures.

Every employee is also responsible for acting to ensure his or her own health and safety, as well as the health and safety of other people who are near the workplace. Every employee must follow the instructions contained in this policy and is asked to work in collaboration with (name of your company) to ensure the greater good of all employees and customers.

To ensure your safety, the company has put in place the **following protective measures and equipment**:

* **Follow CNESST's guidelines by identifying the risks of transmission of COVID-19 in your workplace and** *make a list of the measures already in place. This can help allay concerns that some employees may have. Here are some examples:*
* *Excluding symptomatic persons from the workplace (see* [*Workplace Sanitary Standards Guide – COVID-19*](https://www.cnesst.gouv.qc.ca/salle-de-presse/covid-19-info-en/Documents/DC100-2146A-Guide.pdf)*)*
* *The following specific actions have been taken in order to encourage hand washing and respiratory etiquette: [insert here the measures taken by your company]*
* *Increasing the frequency of regularly cleaning and disinfecting surfaces, door handles, tools and equipment, as well as certain work areas, etc.*
* *Making gloves or visors available to employees*
* *Prioritizing the use of technological tools when holding meetings, and meeting face-to-face only when this is essential*
* *Spacing out schedules or creating a greater distance between workspaces in order to comply with the two-metre physical distancing recommendation, including during breaks and when with customers: …*
* *Making a list of instructions for our customers*
* *Displaying CNESST quick reference posters*

# \*\* *Refer to the CNESST* [*COVID‑19* Toolkit](https://www.cnesst.gouv.qc.ca/en/prevention-and-safety/covid-19/covid-19-toolkit) *for instructions pertaining to your economic sector.*

(Name of your company) is asking employees to share their suggestions for making the workplace safer. Suggestions must be forwarded to (person's name). The company will give them due consideration but cannot commit to implementing suggestions that it deems unachievable or unnecessary.

**Behaviours and Practices to be Followed with respect to COVID-19**

Symptomatic Persons:

* **We ask you not to report to work if you are experiencing flu-like symptoms** (cough, difficulty breathing, nasal congestion, etc.), gastroenteritis (stomachache, diarrhea, etc.) or symptoms similar to COVID-19. If you start to experience symptoms while on the job, **please advise your supervisor**.
* **If you are experiencing symptoms in the workplace similar to COVID-19** (listed above), you should do the following: isolate yourself in a separate room; make sure you wear a mask to prevent transmission of the virus; notify your supervisor. Local health authorities will be contacted if you are unable to return home safely. This is for your own protection as well as that of your colleagues and the public.

COVID-19 Helpline: **1-877 644-4545**

Quarantine Protocol:

* Do not report to work if you have just returned from a **trip outside of Canada or if someone you live with is returning from abroad**. Under the guidelines issued by Health Canada and the Ministry of Health and Social Services (MSSS), a **14-day quarantine period is mandatory for any traveller returning to the country, with or without symptoms**.
* The same **14-day quarantine rule applies if you have recently been in direct contact with someone who has tested positive for COVID-19**.
* Do not report to work if you **live with or have been in contact with someone who has tested positive for COVID-19 or who has symptoms**.

Workplace Sanitary Rules:

* Wash your hands thoroughly with soap and water for at least 20 seconds when you arrive and again when you leave.
* There is disinfectant gel at the front desk and in several other areas of the office and in the building. *If you wish, list the various disinfectant gel locations*.
* If you cough or sneeze, do so in a handkerchief or in the crook of your elbow. Wash your hands with soap and water or disinfectant immediately afterwards.
* Observe the two-metre physical distancing rule with all your colleagues and customers.
* Handshakes, hugs and any direct contact are all prohibited.
* Enter your arrival and departure times in the front desk register.

*This is the section where you provide all instructions and information on equipment use together with best practices and the procedures that you want your employees to follow. The list given here is for purposes of illustration. It is important to ensure that everything is explained precisely and clearly*. *If some processes are highly complex, feel free to create a subsection to explain them in depth. You will need to adapt this template to reflect the government guidelines that apply to your economic sector.*

# *\*\* Refer to the CNESST* [COVID‑19 Toolkit](https://www.cnesst.gouv.qc.ca/en/prevention-and-safety/covid-19/covid-19-toolkit) *for instructions pertaining to your economic sector.*

**Refusal to work (optional section)**

If an employee considers that the workplace poses a risk for contracting COVID-19 in spite of all the health and safety measures that have been put in place, he or she can file a refusal to work.

The employee must submit the refusal in writing to his or her immediate supervisor and then explain the reasons for exercising this right to refuse to work.

The employer will review the refusal with the Occupational Health and Safety Committee (if there is one). The employer (or the employer and the Committee) will evaluate the request and forward the response to the employee.

If the employer concludes that the workplace is safe but the employee maintains his or her refusal to work, the request will be submitted to a CNESST inspector.

The CNESST inspector’s decision is final; both the employer and the employee must abide by this decision.

*The purpose of this section is to inform workers of the rules governing their right to refuse to work and is not mandatory. Employees will discover that this right is not unlimited and that such refusal must be based on risk factors recognized by the CNESST.*

**Non-compliance with the policy**

If the company has reasonable grounds to believe that an employee is not complying with this policy, it reserves the right to monitor this employee and to spot check whether he or she is observing the instructions.

In the case of non-compliance with the rules of this policy, disciplinary action commensurate with the nature and severity of the situation may be taken. Disciplinary measures can range from a warning to dismissal in the case of a serious and/or repeated breach.

*If there is disciplinary process provided under a company policy or a collective agreement, you may prefer to state the following:*

*Disciplinary action will be applied in accordance with:*

* *The “disciplinary action” section of Policy ABC*
* *Article 123 of the collective agreement*

Employee’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_