

EMBRACING THE NEW NORMAL

AS WE SAFELY RETURN TO WORK



COVID-19 OPERATIONAL PLAN FOR WORKPLACES

To ensure workplaces have documented their risk assessment and risk mitigation measures consistent with Public Health guidance and the *Occupational Health and Safety Act* and regulations, all employers must develop a written COVID-19 [Operational Plan](#).

You must comply with the following provisions of the Mandatory Order:

<ul style="list-style-type: none">• Owners and managers of every workplace must take every reasonable step to ensure minimal interaction of people within two metres of each other, except in compliance with guidelines issued by WorkSafeNB and the Chief Medical Officer of Health.	<ul style="list-style-type: none">• Owners and managers of every workplace must take every reasonable step required to prevent persons who exhibit symptoms of COVID-19 from entering the workplace, in accordance with advice issued by the Chief Medical Officer of Health or WorkSafeNB.	<ul style="list-style-type: none">• Owners and managers of every workplace must take every reasonable step required to prevent persons from entering workplaces who have travelled outside New Brunswick in the previous 14 days.
---	--	--

You do not need to submit the operational plan to WorkSafeNB before reopening. Individual COVID-19 operational plans will not be reviewed or approved by WorkSafeNB or Public Health. However, plans will need to be produced during inspections or if a complaint is made and an investigation follows by one of the regulatory bodies.

The following template may serve as a starting point for your COVID-19 Operational Plan. It helps guide you through some of the key areas to consider when assessing the risk surrounding the safe opening and continued operations of your workplace. Additional guidance from an industry association may also be available to help you address industry- or workplace-specific needs. If you operate across various provinces, requirements specific to New Brunswick must be included in your plan.

Just as viruses can mutate, guidelines related to COVID-19 can change. As an employer, you're responsible for keeping up to date on current guidelines and to change your plans as required. Refer to [New Brunswick Public Health](#) and [WorkSafeNB](#) websites for updates that may affect your workplace.

This template is available in a [Word format](#).

EMBRACING THE NEW NORMAL

AS WE SAFELY RETURN TO WORK



COVID-19 OPERATIONAL PLAN FOR WORKPLACES – TEMPLATE

Company Name: _____

Plan Owner: _____

Plan Implementation Date: _____

Plan Revision Date: _____

Plan has been reviewed to assess any new risks or changes to regulatory guidelines (suggest monthly review):

_____ Name	_____ Date	_____ Name	_____ Date
_____ Name	_____ Date	_____ Name	_____ Date
_____ Name	_____ Date	_____ Name	_____ Date

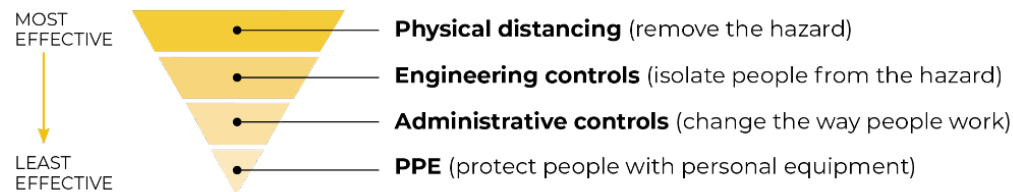
EMBRACING THE NEW NORMAL

AS WE SAFELY RETURN TO WORK



Effective Risk Mitigation – Infection and Prevention Controls

The best prevention controls in a workplace are achieved by first focusing on physical distancing and taking every reasonable step to restructure physical settings to increase space between people. Once you have exhausted all reasonable options in this category, move to the next stage within the inverse pyramid and conduct the same exercise, and so on until you reach PPE as a final step, if required.



- **Physical distancing:** Restructure physical settings and responsibilities to adhere to the minimum 2 metre requirement (increase space between people or reduce the number of people within a space at a given time). In addition, wherever possible, give employees the option to work or access businesses and other settings from home.
- **Engineering controls:** Create physical barriers between people when physical distancing is not possible or increase ventilation.
- **Administrative controls:** Redistribute responsibilities to reduce contact between people, using technology for communication.
- **PPE:** Have employees wear medical PPE for health-care settings, when required, and non-medical cloth face coverings to protect others where necessary.

**EMBRACING THE
NEW NORMAL**
AS WE SAFELY RETURN TO WORK

Action Items	Resources (Examples, Templates, Guidance Documents)	Details of Implementation (PPE Specifics, Frequency, Policy Name, Process, etc.)	How is it communicated? (Poster, Training, Verbal Notice)	Status (Done, In Progress, Not Started, N/A)
Public Health Requirements (applies to EVERY workplace)				
Risk Assessment	Risk Assessment Guideline Health Canada			
Complete a risk assessment to determine the engineering, administrative controls and/or PPE controls necessary to mitigate the risk of COVID-19 exposure.				
Determine whether you need isolation elements as part of the operational plan for your workplace. For requirements, see page 14 of the Embracing the New Normal guide .	Isolation for Out-of- Province Workers form			
Physical Distancing				
Implement a two-metre physical distance protocol.	Physical Distancing			
<ul style="list-style-type: none"> Consider both employees and visitors/customers. 				
<ul style="list-style-type: none"> Arrange furniture to promote the two-metre rule. 				
<ul style="list-style-type: none"> Provide visual cues (ensure two-metre markings on floor, directional movement for patrons, no-stopping areas in narrow hallways, etc.). Determine if installation of physical barriers such as partitions or Plexiglas is feasible. 				
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.).	WorkSafeNB FAQ			
Evaluate options to reduce staff onsite, such as having some staff work from home, changing shift times and, implementing flexible work hours.				
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).				
Hand and Respiratory Hygiene				
Promote frequent handwashing.	Handwashing Poster			
Have handwash stations readily available and equipped with running hot/cold water and adequate soap and paper towel.				
Have minimum 60% alcohol-based hand sanitizer readily available.	Hand Sanitizer Poster			
Communicate frequently about good respiratory hygiene/cough etiquette.	Protect yourself and others			
Evaluate the workplace for shared objects and common areas and increase frequency of cleaning of touched surfaces/objects (minimum twice daily).	Cleaning and Disinfection for COVID-19			

**EMBRACING THE
NEW NORMAL**
AS WE SAFELY RETURN TO WORK

Action Items	Resources (Examples, Templates, Guidance Documents)	Details of Implementation (PPE Specifics, Frequency, Policy Name, Process, etc.)	How is it communicated? (Poster, Training, Verbal Notice)	Status (Done, In Progress, Not Started, N/A)
Public Health Requirements (applies to EVERY workplace)				
Screening and Monitoring				
Determine if your workplace must implement a passive or active screening process. For more information on active screening, see page 11 of the Embracing the New Normal guide .	Screening tool			
Prepare for the possibility that an employee tests positive for COVID-19 and may have been in the workplace. Inform your employees of the procedures to be followed.	WorkSafeNB FAQ			
Receiving payment for good and services				
<ul style="list-style-type: none"> Use electronic payment devices (if possible). We encourage you to use the tap option or clean devices after each use. 				
<ul style="list-style-type: none"> If you must handle money, ensure regular handwashing and have minimum 60% alcohol-based hand sanitizer readily available. 				
Cleaning and Disinfection				
Ensure availability of all necessary supplies for cleaning and disinfecting.	Cleaning and Disinfection for COVID-19			
Washrooms				
<ul style="list-style-type: none"> Equip with hot and cold running water under pressure, liquid soap, paper towel, toilet paper and garbage containers where possible. 				
<ul style="list-style-type: none"> Hand-washing posters must be posted. 	Handwashing Poster			
If multiple stalls and sinks are provided in washrooms, consider whether you need to limit access through maximum numbers allowed in the space at one time.				
Additional Considerations:				
Use <u>non-medical face coverings</u> for employees, clients and visitors to minimize the risk of transmitting COVID-19.	Health Canada information on non-medical masks and face coverings			
Develop procedures for selection, use, decontamination (if applicable), storage, handling, limitations, inspection requirements, change-out requirements and employee training, if coverings are used.				
Consider implementing a self-isolation unit. Isolate persons showing signs of COVID-19 immediately at the workplace. Keep the person isolated until they are picked up to avoid contaminating others.				
Provide mental health support to all workers, including access to an employee assistance program (EAP) or information on public health supports, if available.	GNB Mental Health Resource			

**EMBRACING THE
NEW NORMAL**
AS WE SAFELY RETURN TO WORK

Action Items	Resources (Examples, Templates, Guidance Documents)	Details of Implementation (PPE Specifics, Frequency, Policy Name, Process, etc.)	How is it communicated? (Poster, Training, Verbal Notice)	Status (Done, In Progress, Not Started, N/A)
Public Health Requirements (applies to EVERY workplace)				
If your workplace CANNOT ensure minimal interaction of people within two metres of each other – the requirements listed below <u>must be implemented</u>				
Where feasible, install physical barriers (clear plastic guard, cubicle walls of appropriate design, curtains).				
If physical barriers are not possible:				
<ul style="list-style-type: none"> Implement active screening processes. 				
<ul style="list-style-type: none"> Implement enhanced handwashing and sanitation/cleaning practices in shared areas and for shared items. 	Cleaning and Disinfection for COVID-19			
Provide personal protective equipment such as:	OHS Guide-PPE			
<ul style="list-style-type: none"> Hand protection (nitrile, rubber or latex gloves) 				
<ul style="list-style-type: none"> Eye protection (safety glasses, goggles or face shield) 				
<ul style="list-style-type: none"> 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.				
Additional Protection				
<p>Use <u>non-medical face coverings</u> for employees, clients and visitors to minimize the risk of transmitting COVID-19.</p> <p>Develop procedure for selection, use, decontamination (if applicable), storage, handling, limitations, inspection requirements, change-out requirements and employee training, if face coverings are used.</p>	Health Canada information on non-medical masks and face coverings			

**EMBRACING THE
NEW NORMAL**
AS WE SAFELY RETURN TO WORK

Action Items	Resources (Examples, Templates, Guidance Documents)	Details of Implementation (PPE Specifics, Frequency, Policy Name, Process, etc.)	How is it communicated? (Poster, Training, Verbal Notice)	Status (Done, In Progress, Not Started, N/A)
Occupational Health and Safety Act and Regulation Requirements				
Communicate to employees and supervisors their responsibilities under the <i>OHS Act</i> and regulations.	OHS Guide-Three Rights			
Communicate to all employees their three rights under the <i>OHS Act</i> .	Guide to Legislation - Three Rights			
Provide employee orientation, information and training on the new policies and processes implemented regarding COVID-19.	OHS Guide-New Employee Orientation			
Provide employee training on the work refusal process.	Right to Refuse			
Keep <u>records</u> of visitor and employee log (with confirmation those individuals were actually screened), as well as orientation, training and inspections.				
Ensure <u>supervisors</u> are knowledgeable of guidelines and processes established by Public Health.				
Ensure all <u>employees</u> receive information, instruction and training on the <u>personal protective equipment</u> required to protect against COVID-19.				
Provide, maintain and make available <u>personal protective equipment</u> .				
Implement a disciplinary process for correction of employee violations of company policies and procedures.				
Consult on any new policies and processes established in relation to COVID-19 (JHSC or health and safety representative, if any, or employees).	OHS Guide-JHSC			
Provide competent and sufficient supervision to ensure employees are complying with policies, procedures and processes established.	OHS Guide topic- Supervision			
Communicate to all staff the requirement to co-operate with Public Health if there is a suspected or confirmed case of COVID-19 in the workplace. Public Health will advise the employee and/or the employer if there is a need to communicate with the employer or workforce during contact tracing. If the employer is advised of a positive case, they must then report it to WorkSafeNB.	WorkSafeNB FAQ			
Include guidance that is not provided in this template and is recommended by your industry association or other resources.				
Sector Specific Additional Resources				