BRITISH COLUMBIA Covid-19 Pandemic 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.

As different types of businesses are allowed to reopen in phases, **your business must create and implement a Pandemic Operational plan:**

* The 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);
* The plan must outline how your business will manage the safe opening & operation of business;
* A copy of the plan must be present at the workplace and available for review by government officials such as Public Health Inspectors, WorkSafeBC or the Provincial Department of Public Safety. Such individuals may perform unannounced or pre-scheduled visits at your place of business.

***Other Resources***

* [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, which can be identified by the colour of this writing; 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 COVID-19 Operational plan. This will help you set a precedence with your employees as to the new expectations when returning to 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**](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 this introductory page when preparing your company’s policy.

Pandemic 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 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://www.canada.ca/content/dam/phac-aspc/images/services/publications/diseases-conditions/physical-distancing/physical-distancing-en.pdf) (throughout the facility and outdoor as applicable) | ☐ | ☐ | ☐ |
| Occupancy Limit Sign  (customer points of entry) |  |  |  |
| [Customer Screening & Symptoms Sign](http://www.bccdc.ca/Health-Info-Site/Documents/COVID19_DoNotEnterPoster.pdf)  (customer points of entry) | ☐ | ☐ | ☐ |
| [Employee Screening Sign](https://sharedhealthmb.ca/files/covid-19-stop-all-staff-poster.pdf)  (if different from customer screening sign, should be at employee points of entry & common employee spaces if applicable) | ☐ | ☐ | ☐ |
| [Employee Symptoms Sign](https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/coronavirus/covid-19-know-the-facts/04-03-02-COVID-Know-The-Facts-EN-04.pdf)  (employee points of entry, employee rooms if applicable) | ☐ | ☐ | ☐ |
| [How to Wear a Face Mask](http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_SurgicalMaskPoster.pdf)  (employee points of entry, employee rooms if applicable) | ☐ | ☐ | ☐ |
| Mandatory Mask Poster | ☐ | ☐ | ☐ |
| [Hand Washing and Sanitizer Sign](http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_Handwashing%20Poster_MD%20offices.pdf)  (washrooms, handwashing stations, entries, exists, and other sanitizing stations if applicable) | ☐ | ☐ | ☐ |
| [Elevator Physical Distancing Sign](https://sharedhealthmb.ca/files/covid-19-elevator-distancing-poster-large.pdf)  (elevator doors if applicable) | ☐ | ☐ | ☐ |
| [Use the Stairs Sign](https://sharedhealthmb.ca/files/covid-19-stairs-poster.pdf)  (stairwell entries and elevators if applicable) | ☐ | ☐ | ☐ |
| Company Name’s Best Practices Guide for Safety  (manager’s office and/or common employee spaces if applicable) | ☐ | ☐ | ☐ |
| [Cleaning and Disinfecting Public Spaces](http://www.bccdc.ca/Health-Info-Site/Documents/CleaningDisinfecting_PublicSettings.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) | ☐ | ☐ | ☐ |
| 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) | ☐ | ☐ | ☐ |
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| **COVID-19 protection mEASURES** | |
| Company Name has implemented the following COVID-19 protection measures in the best interest of our clients and employees. Should you have any questions, recommendations or concerns, please contact Name at phone number or e-mail address. | |
| The following COVID-19 protocols are in place at this location:  Limiting the number of people in the workplace: Detail in this space the physical distancing measures or rearrangement of the workspace, such as:   * Clients and employees must not be permitted to congregate in groups; * Clients and employees will avoid common greetings, such as handshakes; * Determine the maximum number of clients permitted in the workplace ([for retail, food and grocery store sectors, pleas refer to public health’s guidance by clicking here](https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/guidance_to_grocery_stores_april_25_final.pdf)) * We have established and posted occupancy limits for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators. (list details of each room/area) * 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); * 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.   Physical separation:  Detail in this space should outline any barriers such as plexiglass that has been installed to physical separate people, such as:   * Plexiglass have been installed at these locations: (list) * Barriers have been installed at these locations: (list) * Clients are not allowed in the following areas during certain times: (outline) * Employees are not allowed in the following areas during certain times: (outline)   Administrative controls:  Detail in this space should outline any additional measures to limit the potential spread of COVID-19 through administrative means. While you can also outline cleaning measures here, we have a separate section below to thoroughly outline your business’ enhanced cleaning and sanitation measures. Here are some examples of administrative controls:   * Visual cues such arrows or “do not enter” signs have been established to create one-way flows of foot traffic in areas * Employees are expected not to share tools (e.g. pencils, equipment) * Point of sale (POS) terminals are to be covered with saran wrap/see-through material that will be replaced daily * Separate doors shall be used to entry and exit to reduce the flow of high foot traffic areas   Personal Protective Equipment  Detail in this space such as mandatory masks for employees. Here is a list of examples you could include:   * Employees are expected to be wearing a mask and/or face shield prior to entering the workplace * Employees are expected to supply their own mask. Additional masks/face shields will be provided onsite if the employee fails to produce one upon arrival of their shift, or damages theirs in any way while at the workplace * Clients must wear a mask/face shield upon entering the workplace (please note, mandatory masks indoors are now required by the Provincial Health Officer in BC) * Clients are required to wear a mask/face shield upon entering the workplace * Face masks/shields will be supplied to clients upon entry of the building | |
| 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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| **industry specific protocols** | |
| Company Name has implemented the following COVID-19 protocols specific to our industry, INDUSTRY.  In this section, please add any additional measures recommended for your business’ industry from WorkSafe BC. Visit the following website: [**https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation**](https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation) , and select your industry on the left-hand side bar. There will be a section non protocols for your industry under a drop-down menu. Please review these additional protocols and outline what measures your business will be taking to address them here.  The following employee(s) is(are) responsible for implementing and tending to these protocols: | |
| 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 is 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 the direction from These will be used 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 |

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| **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 WorkSafe BC resources like [COVID-19 Industry Information](https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-industry-information). 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://ca.thrive.health/covid19/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 |

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| **Screening of employees before every shift** | |
| Company Name will be 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. The provincial health officer of BC and the BC CDC have issued that anyone with symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat and painful swallowing, must self-isolate at home for a minimum of 10 days. This order will be reflected in Company Name’s policies. Should you feel ill at any point while at work, you must notify your supervisor immediately. 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 |