Ontario Covid-19 Pandemic Operational Plan Template

We are pleased to send you a copy of CFIB’s PANDEMIC Operational Plan Template. This is a simple Word document that 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 legal advice. We strongly advise you to consult with your local public health unit if you have specific questions.

As different sectors are allowed to reopen, **you may want to create and implement a Pandemic Operational plan for your business:**

* The plan should follow the recommendations and requirements in the [Ministry of Health’s Guidance Document for Essential Workplaces](http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_essential_workplaces_guidance.pdf);
* The plan should outline how you will manage the safe opening & operation of your business;
* A copy of the plan should be present at the workplace and available for review by government officials as Public Health Unit inspectors, Ministry of Labour, Training and Skills Development inspectors, the WSIB, or bylaw and police officers might perform unannounced or pre-scheduled visits at your place of business.

***Other Resources***

* [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)
* [Ontario sector-specific health and safety guidelines](https://www.ontario.ca/page/resources-prevent-covid-19-workplace?_ga=2.29444863.1163649807.1588597988-1133991564.1557715661#section-2)
* [CFIB’s COVID resources page](https://www.cfib-fcei.ca/en/small-business-resources-dealing-covid-19)

***A few hints on customizing this template:***

* Words highlighted in grey must be replaced by information specific to your business and/or province.
* We also included some optional tips in blue; 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 inform your employees about the new healthy and safety 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 CFIB member, you have full 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 is important to us. We created this document to clarify the actions that Company Name is taking in order to ensure the wellbeing of everyone in our place of business and community. This document can be found at location and will be regularly 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, and any subsequent updates, 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. In Ontario, there are no mandatory COVID-related workplace signs; however, you may wish to post signs related to hygiene and physical distancing as a precautionary measure. Check with your local public health unit to determine if there are any municipal or regional signs available. 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) | ☐ | ☐ | ☐ |
| [Customer Screening & Symptoms Sign](https://www.toronto.ca/wp-content/uploads/2020/05/8e4b-Screening-poster-retail-entrance-TPH-Tabloid.pdf)  (customer points of entry) | ☐ | ☐ | ☐ |
| [Employee Screening Sign](https://www.toronto.ca/wp-content/uploads/2020/05/95f0-Survey-Screening-poster-TPH.pdf)  (if different from customer screening sign, should be at employee points of entry & common employee spaces if applicable) | ☐ | ☐ | ☐ |
| Employee Symptoms Sign  (employee points of entry, employee rooms if applicable) | ☐ | ☐ | ☐ |
| [Handwashing 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://www.publichealthontario.ca/-/media/documents/ncov/factsheet/factsheet-covid-19-hand-hygiene.pdf?la=en) (entries, exits, and other sanitizing stations if applicable) | ☐ | ☐ | ☐ |
| [Elevator Physical Distancing Sign](https://www.toronto.ca/wp-content/uploads/2020/03/8eed-COVID-19-Social-Distancing-on-elevators-FINAL-WEB.pdf)  (elevator doors if applicable) | ☐ | ☐ | ☐ |
| Use the Stairs Sign  (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](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) | ☐ | ☐ | ☐ |
| Cell Phone Cleaning Sign  (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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| **Physical Distancing Measures** | |
| Company Name will ensure the physical distancing of 2 meters (6 feet) at all times for both our clients and employees at our business. Should you have any questions, recommendations or concerns, please contact Name at phone number or e-mail address. | |
| 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 will not 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, limit 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 members, 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 |

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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 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 are available as appropriate such as hot/cold potable running water, liquid soap, paper towels and garbage bins, or minimum [60% alcohol-based hand sanitizer](https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html) for handwashing; 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). * 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 instructions for the safe use of cleaning and disinfection products. 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 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 a document like the [Ministry of Health’s Guidance Document for Essential Workplaces](http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_essential_workplaces_guidance.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://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. In Ontario, employers may not ask for sick notes for COVID-related illnesses. 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** | |
| Company Name will regularly screen employees. This screening will be to visually and verbally check if the employee/customer displays/has any symptoms. Employee screening prior to every shift is mandatory in Ontario as of September 25, 2020. Please speak to your employment lawyer before proceeding with publicizing this section.   * Employee Screening must include the following questions:   + Do you have any of the following **new or worsening** symptoms or signs? (Symptoms should not be chronic or related to other known causes or conditions)     - Fever or chills     - Difficulty breathing or shortness of breath     - Cough     - Sore throat, trouble swallowing     - Runny nose/stuffy nose or nasal congestion     - Decrease or loss of smell or taste     - Nausea, vomiting, diarrhea, abdominal pain     - Not feeling well, extreme tiredness, sore muscles   + Have you travelled outside of Canada in the past 14 days?   + Have you had close contact with a confirmed or probably case of COVID-19? * If the individual answers **no** to **all questions** they may enter the workplace. * If the individual answers **yes** to **any question** they should not enter the workplace (including outdoor workplaces) and should self isolate on contact their health care provider to determine if they need a COVID-19 test. * [A template questionnaire can be found on the Ontario Ministry of Health website.](http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/workplace_screening_tool_guidance.pdf)   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 |