

# COVID-19 OPERATIONAL PLAN TEMPLATE

We are pleased to send you a copy of the CFIB's COVID-19 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 COVID-19 Operational plan:**

- The plan must follow the recommendations and requirements of Public Health Authorities;
- 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;
- Public Health Inspectors, Workers' compensation or the Department of Public Safety may perform unannounced or pre-scheduled visits at your place of business.

## *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**
2. A binder can be made available (in a shared common area) containing all the policies;  
**AND**
3. It is recommended to have a COVID-19 Health & Safety plan in conjunction with this COVID-19 Operational plan

This operational plan needs to be available as Public Health Inspectors, WorkSafe NB or the Department of Public Safety may perform unannounced or pre-scheduled visits at your place of business.

## *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.](#)

## *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.](#)

# COVID-19 OPERATIONAL PLAN TEMPLATE

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. The plan should be communicated to employees.

COVID-19 Operational Plan - .

Date:

Location:

## COVID-19 SIGNAGE IN PUBLIC AREAS

You must 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.

The required signage has been affixed in this location in the appropriate locations:	Yes	No	N/A
Public Health Authority Sign <a href="#">Colour / Black and White (throughout the facility and outdoor as applicable)</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Physical Distancing Sign</u> <a href="#">(Throughout the facility and outdoor as applicable)</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Entry Screening Sign</u> <a href="#">(Points of entry)</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Hand Washing Sign</u> <a href="#">(Washrooms and handwashing stations if applicable)</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Hand sanitizer Sign</u> <a href="#">(Washrooms and handwashing stations if applicable)</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A list of important emergency contact information <a href="#">(This would include a list of local public health screening centers, mental health resources, self screening links and the contact information for public health authorities)</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# PHYSICAL DISTANCING MEASURES

You must ensure physical distancing of 2 meters (6 feet) at all times for both your clients and employees in your business.

- Clients and employees must not be permitted to congregate in groups;
- Where possible, a designated staff should monitor adherence to physical distancing requirements on premises;
- Customers may partake in their activity while maintaining physical distancing requirements;
- The workplace may need to 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 staff 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 family, taking the stairs, or waiting for the next elevator.

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](#)

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

You must ensure that all common areas of your business are cleaned and disinfected twice daily, or more often as required (i.e., if soiled).

- Items such as countertops, chairs (including below the front of the seat), rental/shared equipment, cashier equipment, light switches, public washrooms, doorknobs, and furniture need to be disinfected more frequently throughout the day.
- Regular household cleaners, disinfectant wipes or a diluted bleach solution can be used according to the label directions. Information on cleaning and disinfection can be found on the [Public Health Agency of Canada website](#). Disposable gloves should be used when cleaning surfaces. Employees and clients should be removed from the area during cleaning.
- You must 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; toilet paper, cleaning and disinfecting supplies and personal protection equipment (non-medical masks and disposable gloves) are available as appropriate.

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](#)

The following cleaning and disinfection supplies are available at this location:

[Detail in this space the cleaning supplies available at this location](#)

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

The following employee(s) is(are) responsible for maintaining the house cleaning and disinfecting log:

Insert Employee Name	Insert Employee Name
Insert Employee Name	Insert Employee Name

## SCREENING OF EMPLOYEES BEFORE EVERY SHIFT

Consider using both passive (i.e. signage) and active (i.e. asking questions) screening measures:

- Passive screening would be to have a clear and visible sign to warn clients and/or customers not to enter the facility if experiencing symptoms and to give them an expectation as to the etiquette or protocol they should expect to follow within the business.
- Active screening – would be implemented and supported by a Business COVID-19 Health & Safety policy. Such a policy would cover reasonable grounds for testing or protocol should an employee be suspected on having symptoms. These protocols could include:
  - Instruct employees to self- monitor for symptoms;
  - Instruct employees to use a self-assessment tool if they need help determining whether they should seek further care;
  - Consider having a screener at the facility entrance(s) to conduct active screening of employees and visitors or reminders of protocol within the workplace. Please remember that any screening should have reasonable cause. Suggestions for consideration might be:
    - Pre-screening employees before the beginning of each shift by using the Screening Questionnaire for COVID-19
    - 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

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