

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 provisions of the Mandatory Order, reissued on July 9, 2020. These include:

- Owners and managers of every workplace must take all reasonable steps to minimize the risk of COVID-19 transmission among their employees, patrons and visitors, and must comply with all directives and guidelines from WorkSafeNB and the Chief Medical Officer of Health relevant to COVID-19 transmission.
- When physical distancing and engineering controls (such as partitions or Plexiglas) are not possible, persons must wear a face covering that covers their mouth and nose.
- Anyone who admits patrons to a venue at which seating is offered for purposes of eating, drinking, socialization, celebration, ceremony or entertainment must maintain a record of the names and contact information of the persons who attend and must make those records available to Public Health inspectors. Where anyone hosts, organizes or permits gatherings larger than 50, they have the same requirements.
- Every person who has been outside of New Brunswick must self-isolate for 14 days on entry to New Brunswick, with exceptions. (See the [Mandatory Order](#) and [page 14](#) of the guide).

You do not need to submit the operational plan to WorkSafeNB. 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 an editable [Word format](#). This document and linked resources are also [available in French](#).

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COVID-19 OPERATIONAL PLAN FOR WORKPLACES – TEMPLATE

Company Name: Carpenter Millwright College of NB Inc.

Plan Owner: Mick Dawson

Plan Implementation Date: May 1st, 2020

Plan Revision Date: October 8th, 2020

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

Mick Dawson

Name

September 14th, 2020

Date

Name

Date

Mick Dawson

Name

October 8th, 2020

Date

Name

Date

Name

Date

Name

Date

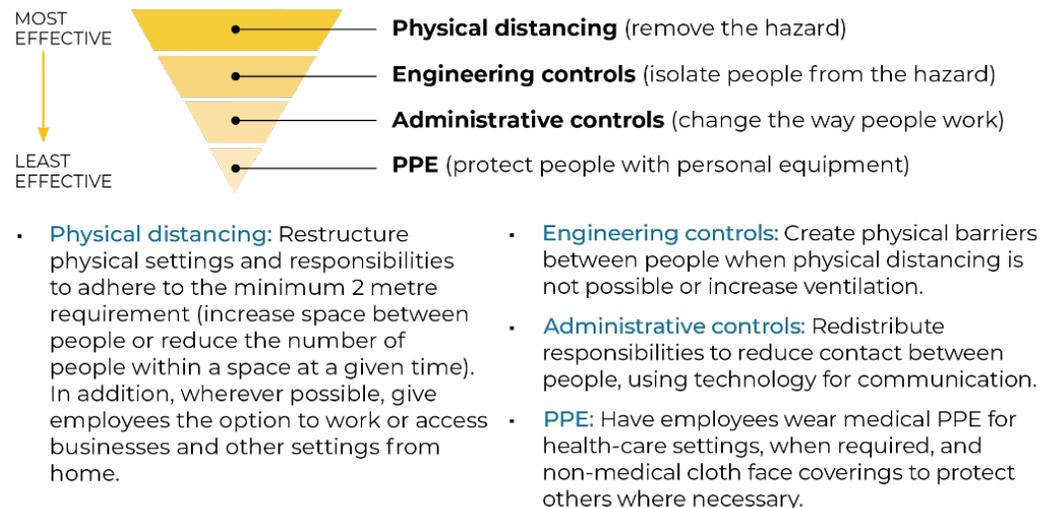
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Effective Risk Mitigation – Infection and Prevention Controls

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.



EMBRACING THE NEW NORMAL

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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.				Done
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	N/A – Local students only	N/A	Done
Physical Distancing				
Implement a two-metre physical distance protocol.	Physical Distancing	Classroom: seating arrangements, directional arrows Workshop: PPE required	Pre-arrival communication (email, phone) Orientations on Day 1 Posters	Done
<ul style="list-style-type: none"> Consider both employees and visitors/customers. 				Done
<ul style="list-style-type: none"> Arrange furniture to promote the two-metre rule. 				Done
<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.). 				Done
<ul style="list-style-type: none"> Determine if installation of physical barriers such as partitions or Plexiglas is feasible. 				N/A
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	Update to Student Policy	Orientation on Day 1	Done
Evaluate options to reduce staff onsite, such as having some staff work from home, changing shift times and, implementing flexible work hours.		Reduced Staff	Temporary Lay offs	Done
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).		Directional Arrows		Done
Hand and Respiratory Hygiene				
Promote frequent handwashing.	Handwashing Poster	Upon Arrival	Posters	Done
Have handwash stations readily available and equipped with running hot/cold water and adequate soap and paper towel.				Done
Have minimum 60% alcohol-based hand sanitizer readily available.		Hand Sanitizer Poster		
Communicate frequently about good respiratory hygiene/cough etiquette.	Coronavirus disease (COVID-19): Prevention and risks		Posters	Done
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	Added Student & Instructor Responsibilities	Orientation on Day 1	Done

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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	Active: Completed via Google Forms	Beforehand Communication	Done
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	Self-isolation, telecare 811 for those in contact	Operational Plan	Done
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. 		Square Reader, online invoicing + tap option	Invoice details	Done
<ul style="list-style-type: none"> If you must handle money, ensure regular handwashing and have minimum 60% alcohol-based hand sanitizer readily available. 				N/A
Cleaning and Disinfection				
Ensure availability of all necessary supplies for cleaning and disinfecting.	Cleaning and Disinfection for COVID-19	✓		Done
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. 			Done	
<ul style="list-style-type: none"> Hand-washing posters must be posted. 	Handwashing Poster		Done	
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.		One individual per washroom	Orientation on Day 1	Done
Additional Considerations:				
Use non-medical face coverings for employees, clients and visitors to minimize the risk of transmitting COVID-19. Develop procedures for selection, use, decontamination (if applicable), storage, handling, limitations, inspection requirements, change-out requirements and employee training, if coverings are used.	Health Canada information on non-medical masks and face coverings	Upon arrival, in public spaces including workshop, seating where 2m distance cannot be maintained	Posters	Done
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.				Not Started

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	Available to union members in benefit	Plan provider communications	Done
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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. 		Google Forms	Communication Beforehand	Done
<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	Hand washing, cleaning of tools and equipment	Orientation on Day 1	In Progress
Provide personal protective equipment such as:				
<ul style="list-style-type: none"> Hand protection (nitrile, rubber or latex gloves) 	OHS Guide-PPE			Done
<ul style="list-style-type: none"> Eye protection (safety glasses, goggles or face shield) 				Done
<ul style="list-style-type: none"> Other PPE as determined necessary through the risk assessment 				Done
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.				Done
Additional Protection				
Use <u>non-medical face coverings</u> for employees, clients and visitors to minimize the risk of transmitting COVID-19. Develop procedure for selection, use, decontamination (if applicable), storage, handling, limitations, inspection requirements, change-out requirements and employee training, if face coverings are used.	Health Canada information on non-medical masks and face coverings			Done

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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	Verbal warning, written warning, suspension		Done
Communicate to all employees their three rights under the <i>OHS Act</i> .	Guide to Legislation - Three Rights			Done
Provide employee orientation, information and training on the new policies and processes implemented regarding COVID-19.	OHS Guide-New Employee Orientation			Done
Provide employee training on the work refusal process.	Right to Refuse			Done
Keep <u>records</u> of visitor and employee log (with confirmation those individuals were actually screened), as well as orientation, training and inspections.				In-Progress
Ensure <u>supervisors</u> are knowledgeable of guidelines and processes established by Public Health.				Done
Ensure all <u>employees</u> receive information, instruction and training on the <u>personal protective equipment</u> required to protect against COVID-19.				Done
Provide, maintain and make available <u>personal protective equipment</u> .				Done
Implement a disciplinary process for correction of employee violations of company policies and procedures.				Done
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			Done
Provide competent and sufficient supervision to ensure employees are complying with policies, procedures and processes established.	OHS Guide topic- Supervision			Done
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			Done
Include guidance that is not provided in this template and is recommended by your industry association or other resources.				
Sector Specific Additional Resources				

What are the COVID-19 risks at my workplace/business?

The following facts about COVID-19 and associated questions can help you consider the risks of COVID-19 in your workplace/business.

The risk level is affected by the level of COVID-19 activity in the local community. If there is known COVID-19 activity in your community, the likelihood that it could be introduced into the workplace/business is higher. The risk of COVID-19 introduction and spread is also presumed to be greater if a higher proportion of individuals visit the workplace/business from outside of your community.

COVID-19 spreads from person to person, most commonly through respiratory droplets (e.g., generated by a coughing, sneezing, laughing or talking) during close interactions (i.e., within 2 metres). COVID-19 can be spread by infected individuals who have mild symptoms, or who have not yet or who may never develop symptoms.

- Do employees have close interactions with clients or other employees throughout their shift? Do clients have close interactions with other clients? Workplaces/businesses with a higher number of contacts are presumed to have greater risk. **Yes, instructors and staff will have close interactions with clients (students) during their shift. Clients (students) will have close encounters with other clients (students) during their shift. Class max sizes has been to reduce to promote 2m social distancing in a classroom setting.**
- Do employees have prolonged close interactions with clients or other employees? Do clients have prolonged close interactions with other clients? Prolonged contact is defined as lasting for more than 15 minutes [Footnote1](#), and may be cumulative (i.e., over multiple interactions). Person-to-person spread is more likely with prolonged contact. **Yes, instructors have prolonged close interactions with clients (students). Yes, clients (students) have prolonged close interactions with other clients (students) while in a workshop environment.**

- Is the business/workplace crowded (i.e., high density of people) on a regular basis? A crowded setting is presumed to have greater risk. **The workplace is not crowded on a daily basis and done in a closed environment helping to mitigate the risk.**
- Is the workplace indoors or outdoors? If indoors, can windows be opened? A confined indoor space is presumed to have greater risk. **The workplace is indoors – classrooms have the ability to maintain 2m social distancing, while workshop environment has the ability to open bay doors.**

COVID-19 can also be spread through touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands.

- Do employees frequently have contact with high-touch surfaces (i.e., frequently touched by others)? Do clients frequently have contact with high-touch surfaces? A higher frequency of contact with high-touch surfaces (e.g., door handles, service counters, card payment machines) is presumed to have greater risk. **Employees do not have frequent contact with high touch surfaces other than those associated with washroom facilities. Each employee and client (student) has a designated workstation not shared with any other employee or client (student).**
- Does the set-up of your workplace/business enable employees/clients to wash and/or sanitize their hands before and after contact with high-touch surfaces (e.g., access to hand hygiene stations/supplies)? **Yes the setup of our workplace suggests employees/students to wash and/or sanitize their hands before entering/exiting the classroom and workshop facilities.**

COVID-19 can cause more severe illness among people who are 65 and over, and those who have compromised immune systems or other underlying medical conditions.

- Are you aware whether your employees belong to any of these higher risk groups? *NOTE: Employers cannot assume they know the health status of individual employees and are not necessarily entitled to this information. Employees may choose to confidentially disclose*

health status to employers and accommodations can be made accordingly. No employee belongs to any of the high risk groups indicated above.

- Do you have clients who are at higher risk of severe illness (e.g., older adults)? **Pre-screening process for future students will be a part of their on-boarding process to help identify these individuals.**

COVID-19 spread can occur when personal preventive practices are not consistently followed.

- Are your clients able to follow hygiene practices such as washing hands frequently, respiratory etiquette, and identifying when they are feeling ill and staying home? For example, young children are less likely to be able to carry out these practices. **Yes, our clients (students) are able to follow hygiene practices.**

How can my workplace/business mitigate COVID-19 risks?

To prevent and/or limit the spread of COVID-19 in community-based settings such as your workplace/business, consider the following risk mitigation principles and measures. Risk mitigation measures that are more protective involve separating people from each other or shared surfaces through physical distancing and physical barriers. Measures that are less protective rely on individuals to consistently follow personal preventive practices (e.g., environmental cleaning, use of personal protective equipment, wearing of [non-medical masks or cloth face coverings](#)). In some settings, physical distancing or separation may not be possible. To maximize safety, use a "layered" approach with multiple measures to reduce the risk of COVID-19 spread, including decreasing the number of interactions with others and increasing the safety of interactions. Layering of multiple mitigation measures strengthens the risk mitigation potential overall. The following examples of risk mitigation measures are provided for your consideration. The following list is not exhaustive - you are encouraged to find creative and adaptive ways to mitigate risk in your workplace/business setting that align with public health advice and are respectful of workers.

Discourage people who are ill from entering the workplace/business.

- Strengthen communication strategies for employees, clients, customers **Both instructor and director contacts will be shared with each student to promote communication and encourage sick students to remain away from the workplace.**
- Require that employees stay at home if ill with [symptoms of COVID-19](#) until criteria to discontinue isolation^{Footnote2} have been met, in consultation with the local public health authority or healthcare provider. **Our learning environment will be treated as one bubble in which each employee and student are dependent upon the health of all employees and students and therefore will discourage anyone feeling ill to stay home.**
- Adjust personal/sick leave policies to enable employees to stay home when ill, undergoing COVID-19 testing, in quarantine (self-isolation), or if they are taking care of children or someone who is ill. **Personal/sick leave for COVID-related symptoms for the duration of the pandemic will not be accumulated to normal allotted personal/sick leave time.**
- Post accessible signage to discourage employees/clients who are ill from entering the workplace/business setting. **Complete - promoted during orientation.**
- If feasible, consider asking clients if they are ill or have symptoms of COVID-19 before they enter the workplace/business setting or when making appointments, and ask clients who are ill to not attend the workplace/business. **Mandatory active screening process via Google Forms.**

Promote and facilitate personal preventive practices. Everyone plays a part in making workplaces/businesses safer, including employers, employees, contractors, clients, and all others who interact with workplaces/businesses.

- Keep your employees informed about public health advice applicable to your workplace/business. **On-going: following guidance of Regional Health Authority.**

- Promote the use of personal practices (e.g., frequent [hand hygiene](#), avoid touching the face, respiratory etiquette, [clean and disinfect](#) frequently touched surfaces with [approved products](#))
 - Post signage that reminds employees/clients to practice these measures, ensuring that it is appropriate for the employees'/clients' age, ability, reading level and language preferences. **Complete.**
 - Provide increased access to hand hygiene facilities (e.g. by placing hand sanitizer dispensers in easy to see locations) and ensure accessibility for employees/clients with disabilities or other accommodation needs. **Complete.**
 - Promote increased environmental cleaning of employees' work environments (e.g., provide sanitizing wipes so employees can clean their own workstations). **Complete.**
- Support and encourage employees to [take care of their mental health](#). **EAP available to all members in benefit. Newly launched mental health coaching and services available.**

Promote [physical distancing](#) (keeping a distance of 2 metres from others), which is one of the most effective ways to reduce the spread of illness.

- If possible, reduce all physical contact by enabling telework (e.g., work from home, use of email and teleconferencing) **Unable at this time.**
- Adopt a contact-less business model (e.g., drive-through, delivery, curbside pickup) **Contactless payment for tuition made available (Paypal, VISA/MC)**
- Establish 2 metre separation between employees and/or clients (e.g., desks, workstations, restaurant tables, or in meeting rooms). **Complete.**
- Avoid multi-person meetings by using video conferencing technology where possible. **On-Going**
- Restrict occupant capacity of indoor spaces to reduce crowding. **Complete.**

- In narrow hallways or aisles, encourage unidirectional travel where possible. **Complete.**
- Use visual cues to encourage 2 metre distance (e.g., accessible signage, floor markings). **Complete.**
- Reinforce general practices to maintain physical distancing, such as avoiding greetings like handshakes. **Complete.**
- Identify a space where employees or clients can be isolated from others if they develop symptoms and are not able to leave the facility. **Complete.**

Create physical barriers between employees/clients when physical distancing is not possible.

- Install physical separations between employees/clients (e.g. physical barriers like a plexiglass window or cubicle higher than head-height).

Increase ventilation.

- Open windows if possible and, if weather permits [Footnote3](#)
- Move work outside when possible

Mitigate risks from exposure to high-touch surfaces (i.e., frequently touched by others).

- Increase frequency of [environmental cleaning](#), especially of high touch surfaces or equipment (e.g., shared photocopier, elevator buttons, cash register, washrooms). **New duties assigned.**
- Reduce the number of common surfaces that need to be touched (e.g., prop doors open, no-touch waste containers). **Complete.**
- Restrict access to non-essential shared equipment. **Complete.**
- Clean and disinfect essential shared equipment before and after use. **On-going.**

- Offer contactless payment methods (i.e., minimize use of cash), if possible [Footnote4](#)

Mitigate risk for people at higher risk of severe illness.

- Provide equitable workplace accommodations (e.g., role/task reassignment), if possible, for employees who have risk factors for severe disease. **N/A**
- Provide special accommodations for clients from vulnerable groups (e.g., dedicated shopping hours for seniors). **Will review on a case-by-case basis.**

Modify practices to reduce how long employees/clients are in contact with each other and how many employees/clients come into contact with each other.

- Consider modifying service delivery (e.g., reducing the number of clients using services at the same time, providing services outdoors). **Workstations created to promote smaller bubbles inside larger learning bubble.**
- Close or restrict access to non-essential common areas. **Complete.**
- Stagger work hours or work days to reduce number of contacts. **Will consider.**
- Postpone non-essential meetings or travel. **Complete.**

Should employees and/or clients wear masks?

- The wearing of [non-medical masks](#) (NMMs) or cloth face coverings is an additional personal practice that can help to prevent the infectious respiratory droplets of an unknowingly-infected person from coming into contact with other people.
- When the local epidemiology and rate of community transmission warrant it, the **wearing of NMMs or cloth face coverings is recommended** for periods of time when it is not possible to consistently maintain a 2 metre physical distance from others, particularly in crowded settings.

- Commercially available or homemade cloth masks or face coverings can play an important role in workplaces/businesses where consistent physical distancing or the use of physical barriers or other modification to the work environment or work flow are not possible or available.
- It is important that non-medical masks or cloth face coverings fit well and are worn safely.
- Masks may not be suitable for all types of occupation. When establishing policies regarding use of NMMs or cloth face coverings at your workplace/business, consider carefully the occupational requirements of your employees and the specific configuration of your workplace/business to ensure mitigation against any possible physical injuries that might inadvertently be caused by wearing a face covering (e.g., interfering with the ability to see or speak clearly, or becoming accidentally lodged in equipment the wearer is operating). Consider the potential psychological impacts of NMMs or cloth face coverings on other employees or clients (e.g., design/construction of the mask, messaging, etc.).
- NMMs are not considered personal protective equipment (PPE). Although all efforts should be made to preserve the supply of medical masks for healthcare settings, there may be some workplace/business settings for which PPE (e.g., medical masks) may be a more appropriate choice for the protection of the worker (e.g., providing services to a client who cannot wear a NMM or face covering when the 2 metre physical distance cannot be maintained, or measures such as plexiglass/transparent barriers are not possible or available).

Non-medical face masks are to be worn upon arrival, and in public spaces including workshops and classrooms where social distancing cannot be maintained.

Should employees wear personal protective equipment (PPE)?

- Recommendations for the use of PPE^{Footnote5} are based on risk assessments of specific environments and risk of exposure. If your workplace/business has a joint occupational health and safety (OHS) committee (or representative, for small businesses), involve the OHS committee when considering risks associated with specific tasks/activities as well as the characteristics of the source of the infection (e.g., a person who is ill or a contaminated environment). If your workplace/business does not have an OHS committee, refer to guidance provided by your provincial/territorial occupational health organizations.
- If PPE is recommended, employees must be trained on the appropriate use of PPE and the sequence for putting it on (donning) and taking it off (doffing). Employees should also be trained about proper fit and provided with different sizes of PPE to account for anatomical differences, for example between women and men. Misuse of PPE can increase the risk of infection (e.g., through contact with potentially contaminated PPE).

Proper PPE including NMM's are to be worn upon arrival and in public spaces including workshops and classrooms where social distancing cannot be maintained.

Emergency preparedness and response

- Consider how emergency preparedness (e.g. building evacuation plans) are impacted by COVID-19 public health measures.

Muster points are newly designated to maintain social distancing in order to complete headcounts.

- Ensure that COVID-19 measures do not introduce new occupational hazards to the work setting (e.g., do not prop open fire doors to reduce exposure to frequently touched door handles). **Complete.**
- Communicate with employees about how to respond to emergencies as safely as possible while COVID-19 measures are in place. **Complete.**

For more information, COVID-19 resources for various occupations and industries are available from the [Canadian Centre for Occupational Health and Safety \(CCOHS\)](#).