**COVID-19**

**Operational Plan Template**

This basic template will help you to get started

developing an operational plan for your BC business/service

**A close up of a sign

Description automatically generated**

The purpose of this template is for your business/service to develop a plan to address public health measures during the COVID-19 recovery in British Columbia.

The template provides you with questions, fillable tables and lists for consideration, implementation guidance and planning to help address the following five guiding principles issued by the Government of British Columbia:

* Personal hygiene
* Stay home if you are sick
* Environment hygiene
* Safe social interactions
* Physical modifications

The template is for general guidance only to assist you in the development of a more comprehensive plan. This is not a mandated plan template but is provided as a tool to help you meet requirements.

This template outlines the general COVID-19 specific policies and procedures that businesses and services must have in place to operate under [*BC’s Restart Plan*](https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan), released May 6, 2020. All employers must demonstrate they can operate safely, and all employers are required under the Workers Compensation Act to ensure the safety of their employees at work. Each phase of [*BC’s Restart Plan*](https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan), beginning mid-May, includes a further relaxation of restrictions for business allowed to operate, but still includes the same general principles outlined in this template.

Details and additional resources for your specific industry should be referred to prior to completing this template. Information can be found on the [WorkSafeBC website](https://www.worksafebc.com/en).

**Steps for Completing the Template**

1. Review and reflect on guidance documents within the context of your business/service.
2. Identify areas of risk related to public health measures and design an action plan for reducing those risks. This will become your operational plan.
3. Write and develop your official COVID-19 Operational Plan.
4. Implement and monitor your operation plan.

This template was designed by BCEDA© 2020 employing existing work by the Governments of Prince Edward Island and New Brunswick.

Name of Business:

Civic Address:

Owner/Manager Name:       Signature:

Phone:       Email:

Date:

**Decision-Making**

Identify and clarify who the decision-makers are in your business/service. Identifying and delegating responsibility early on will help you to pave the way for a smoother process.

Who is responsible for decision-making in your business/service setting?

Provide their contact information, if different from above (email, phone, etc.)

Who will be responsible for implementing and monitoring the operational plan?

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| Will you be required to consult with stakeholders prior to making any operational decisions/changes? |  |  |
| Will you be required to connect with a trade association? |  |  |
| Will you be required to connect with professional regulatory bodies? |  |  |
| Will you be required to connect with WorkSafeBC |  |  |
| Will you be required to connect with Public Health? |  |  |

Consider assigning someone to monitor key supplies (i.e. for cleaning and disinfection) and develop/implement/maintain cleaning and disinfection schedule(s)?

**Identifying Risks and Solutions**

Businesses/services in BC are unique and will have different risks across each of the public health measures. It is important that you consider all aspects of your business/service from the perspective of both staff and customers.

Make a list of your unique locations) (i.e. entrance, staff room, areas where customers frequent, outdoor spaces where people gather, washrooms, eating areas, etc. Consider how staff and customers navigate through your setting and how your services/products are offered and accessed.

How many people interact in the daily operation of your business/service (staff and customers) and how closely do these people come into physical proximity of one another. How can this interaction be adjusted to allow for social distancing?

Does your business interact with people who are at higher risk from COVID-19?  Yes  No *(i.e. older adults, immunocompromised, those with chronic health conditions)*

**Social/Physical Distancing**

There is a requirement to ensure staff and customers/clients are kept 2 metres (6 feet) apart.

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| Are there areas where staff or customers/clients tend to congregate in your business/service setting (i.e. social settings, eating areas, lounge, etc.)? |  |  |
| Are there areas where staff or customers/clients may find it difficult to practice physical distancing due to spatial restrictions or structural design (i.e., small rooms/entrances, line ups, rows of desks, walkways or aisles, etc.)? |  |  |
| Are there any aspects of your business/service that would need to change to address physical distancing? Do you foresee difficulty? |  |  |
| If yes, do you foresee difficulty? |  |  |
| Can the difficulty be addressed? Identify the actions required. |  |  |

Below write in the measures that you can implement to make it as easy as possible for your staff and customers to follow required social and physical distancing measures.

|  |  |
| --- | --- |
| **Measures used to maintain social distancing** | **Steps taken to ensure minimal interaction of people. (2 metres separation)** |
| Between employees | i.e. – assigned workstations that are separated by 2 metres |
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|  |
| Between customers/ clients | i.e. – directional signs on floor to avoid meeting in aisles |
|  |
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|  |
| Between employees and customers/clients | i.e. – barrier in place between cashier and customer |
|  |
|  |

**Handwashing and Respiratory Etiquette Procedures**

Good hygiene and respiratory etiquette are an essential part of preventing the spread of COVID-19. To protect yourself and others from getting sick, take the following precautions:

* wash your hands often (in addition to routine times such as after using the washroom, before eating, when handling food for the public),
* cough/sneeze into your elbow or tissue and throw away,
* avoid touching your eyes, nose and mouth with your hands,
* use alcohol-based hand sanitizer if soap and water are not readily available.

Are you aware of proper handwashing and respiratory etiquette procedures?  Yes  No

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/hand-washing>

|  |  |  |
| --- | --- | --- |
| **Do you have the supplies need to enable hand washing and respiratory etiquette?** | **Yes** | **No** |
| Running water |  |  |
| Soap |  |  |
| Paper Towel |  |  |
| Disposal bin |  |  |
| Minimum 60% alcohol-based sanitizer |  |  |
| Tissue |  |  |
| Other (list) |  |  |

Can you provide (minimum 60% alcohol-based) hand sanitizer where frequent  Yes  No

Hand washing would be beneficial but difficult to achieve *(i.e. checkout points,*

outdoor work settings, etc.)?

Below list the locations where hand washing and hand sanitizer stations will be:

|  |  |
| --- | --- |
| **Hand Washing Stations** | **Location** |
| **Staff** | i.e. – lunch room, washrooms, |
| **Public** | i.e. – portable(s) located at store entry |
| **Hand Sanitizer Stations** | **Location** |
| **Staff** | i.e. – behind cash |
| **Public** | i.e. – at entry (with signage) |

List where you will post hand washing and respiratory etiquette posters in your business:

How will you communicate and train your staff to ensure they are aware of these enhanced measures and that they are followed?

**Enhanced Cleaning and Disinfection of Shared Areas and Surfaces**

Businesses are required to ensure there is an enhanced level of cleaning and disinfection of shared areas and frequently touched surfaces.

Are you aware of proper cleaning and disinfection guidance?  Yes  No

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/cleaning-and-disinfecting>

Who will be responsible for ensuring that cleaning and disinfection is done properly and regularly?

List the surfaces that are frequently touched in your business that may require more frequent disinfection (i.e. door handles, cart handles, counters, washrooms, cashier stations/equipment, phones, computers vehicles, etc.)

Identify the cleaning and disinfecting supplies to be used and any mixing instructions required.

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| --- | --- | --- |
| **What steps are in place or are you putting into place to enhance cleaning and disinfection of shared spaces and surfaces?** | **Location** | **Frequency** |
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How will you communicate and train your staff to ensure they are aware of these enhanced measures and that they are followed?

**Illness/Exclusion Policy**

Management will clearly communicate to all staff the sick leave policy in place for any employee displaying symptoms of COVID-19.

Below is a sick leave policy example:

All staff must self-monitor for symptoms and report to their supervisor if they have concerns about possible COVID exposure or possible symptoms.

* Any staff member developing symptoms of COVID-19 at work must immediately perform hand hygiene, report to manager, avoid contact with staff and leave as soon as it is safe to do so. Please call 811 to arrange testing.
* Symptomatic staff will be required to self-isolate until tested for COVID-19 and the results are confirmed.
* If the test results are negative for COVID-19 but the staff member remains ill and/or symptomatic, they should remain on sick leave.

Symptoms of COVID-19 include:

* cough (new or exacerbated chronic)
* headache
* fever/chills
* sore throat
* marked fatigue
* sneezing
* congestion
* body aches
* runny nose

Does your business have a sick leave policy that enables employees to stay  Yes  No

home when sick *(i.e. do you offer employees sick leave pay and encourage*

*employees to use this when they are ill)?*

Do you feel you have a workplace culture and system that supports employees  Yes  No

feeling comfortable staying home when sick?

List ways you can incorporate active screening of employees at the beginning of a shift to monitor for symptoms of COVID-19 where feasible.

List where you will post about COVID-19 and COVID-19 symptoms in your business/service setting to encourage staff and customers/clients to screen themselves for COVID-19?

Use the space below to write down your exclusion policy (consider including how you will check in with employees when they are off sick and how you will support their safe return to work):

**Face Masks for Non-Healthcare Organizations**

BC asks businesses and residents to consider the use of non-medical masks in situations where physical distancing cannot be maintained, such as on transit or while shopping. While not mandated, businesses should consider implementing strategies that reduce the number and intensity of contacts which includes a greater use of non-medical masks.

Does your business/service already have guidelines that require mask use?  Yes  No

Have you checked for any updates for new measures during COVID-19 (i.e. mandated  Yes  No use of non-medical masks))

Are you aware of the current recommendations on community mask use?  Yes  No

List where and when you may need to consider going beyond current recommendations for community masks to best address public health measures (i.e. where physical distancing poses challenges).

**Plan Completion and Implementation**

At this point you have now identified a decision-making authority for your business/service and you have identified and documented the risks in your business/service for both staff and customers/clients. The template provided you with questions to begin to identifying actions that you will take to meet the public health measures for each risk.

To complete your plan, decide how and when you are going to apply your actions items. How are you going to communicate this plan to relevant parties (i.e. staff and customers/clients where appropriate), to manage and prepare expectations and to promote understanding of the importance of these measures (this may include specific training policies).

This template is the basis of your plan, remember to include additional details to help guide your processes and suit your individual business/service model.

Consider the following guiding questions as you begin to complete and implement your plan:

* Where are you going to keep copies of your operation plan to have it ready for staff to refer to for guidance? This way it will be readily available for potential spot checks when necessary.
* What revision date will you put in place to revisit the operational plan, consider how it is working and plan for and adjustments or additions?
* Are you able to create a daily checklist to monitor that your plan is in place and functioning?
* Are you able to follow through on the solutions you identified to reduce your risks?
* Are you able to develop or adapt an existing cleaning and disinfection checklist and schedule to help keep you on track with your efforts?
* What additional supply/inventory or process checklists may be helpful?
* Please remember to check with WorkSafeBC to ensure you have the most current and relevant information for the development of your plan.