



## COVID-19 OPERATIONAL PLAN TEMPLATE FOR BUSINESSES AND SERVICES

The use of this template is to develop an Operational Plan for your business or service to address public health measures during the COVID-19 recovery in Yukon. The template will walk you through the process of planning for and creating your own unique COVID-19 Operational Plan. The template includes sections to help address the following key public health measures:

- Physical distancing
- Requirements for self-isolation
- Staying home when sick
- Cleaning and disinfection of shared areas/surfaces
- Hand washing/sanitizer stations

### Note:

- All Yukon businesses may adopt this template regardless of their size.
- It is not intended to fit all operations. Industries and associations are encouraged and expected to develop plans relevant to their industry.
- Restaurants, bars and personal care services **must** submit their Operational Plan to COVID19info@gov.yk.ca for review by Environmental Health Services.

### Drafting your operational plan

1. Review this template within the context of your business/service.
2. Identify additional areas of risk related to public health measures and include these in the draft of your operational plan.
3. You may submit your plan to the YWCHSB for review. Businesses are not obliged to do so.
4. Implement and monitor your operational plan.
5. Maintain a copy of your operational plan on site at all times. A YWCHSB Inspector and/or an Environmental Health Officer may review it at any time your business is in operation.

### A note on privacy

Any personal information is collected for the purpose of operating a business pursuant to either Section 11 of the *Public Health and Safety Act* or Section 32 and 33 of the *Occupational Health and Safety Act*, and Section 29(c) of the *Access to Information and Protection of Privacy (ATIPP) Act* for the purpose of carrying out a review of operating plans for any employer during the COVID-19 pandemic. For more information about the collection, use and disclosure of your personal information, please contact COVID19INFO@gov.yk.ca for information about Public Health and Safety Act or worksafe@gov.yk.ca for information about the Yukon Workers' Compensation Health and Safety Board.

**For any questions** about the operational plan template or anything related to the operation of your business or service during the pandemic contact:

Email: COVID19INFO@gov.yk.ca

Phone: COVID-19 InfoLine at 877-374-0425 between 7:30 a.m. and 8 p.m. seven days a week.



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## Contact information

Business or organization name		
Address (physical location)		
Contact name	Phone	Email

## Physical distancing

This measure is intended to prevent the transmission of COVID-19 by ensuring that employees and clients maintain a physical distance of 2 metres (6 feet).

Measures used to maintain physical distancing	Steps taken to ensure minimal interaction between people.
<b>Between employees</b> (e.g. assigned workstations separated by at least 2 metres)	
<b>Between clients</b> (e.g. directional signs on floor to avoid meeting in aisles)	
<b>Between employees and clients</b> (e.g. barrier in place between cashier and customer, curbside deliveries)	

## Employees requiring self-isolation

Employers will clearly communicate to all employees the requirement for any employee to self-isolate if they have just returned to the territory or have been in contact with someone diagnosed with COVID-19. Information on self-isolation is available here: [yukon.ca/en/information-self-isolation](http://yukon.ca/en/information-self-isolation)

**Action taken:** (Example: This information was communicated to all staff verbally and by email on May 10, 2020.)

## Staying home when sick

Employers will clearly communicate to all employees the requirement for any employee displaying symptoms of COVID-19 to stay home and arrange testing.

### Sample communication to staff:

- All employees must self-monitor for symptoms and report to their supervisor if they have concerns about possible COVID-19 exposure or possible symptoms.
- Any employee developing symptoms of COVID-19 at work must immediately perform hand hygiene, report to their manager, avoid contact with other employees and leave as soon as it is safe to do so. Call 811 to arrange testing.
- Symptomatic employees will be required to self-isolate until tested for COVID-19 and then follow the guidance of the public health professional (e.g., nurse).
- If the test results are negative for COVID-19 but the employee remains ill and/or symptomatic, they should remain on sick leave and follow the guidance of the public health professional.

### COVID-19 symptoms include:

- cough;
- fever and/or chills; or
- difficulty breathing.

If someone has travelled OR has had close contact with a person with a recent travel history who was or is now symptomatic OR are a known close contact to a confirmed case of COVID-19, there is a longer list of symptoms that warrant testing for COVID-19. See Yukon.ca for more information: [yukon.ca/en/find-out-about-symptoms-covid-19](https://yukon.ca/en/find-out-about-symptoms-covid-19).

**Action taken:** (Example: This information was communicated to all staff verbally and by email on May 10, 2020.)

## Cleaning and disinfection of shared areas/surfaces

This measure is intended to prevent the transmission of COVID-19 by ensuring that high-traffic surfaces and those frequently touched are correctly disinfected on a regular basis.

- Cleaning products remove visible soil and/or dirt from surfaces.
- Disinfecting products destroy bacteria and viruses.

### Cleaning product:

Mixing instructions:

Cleaning location (e.g. floors)	Frequency (e.g. at closing time)

### Disinfecting product:

Mixing instructions:

Disinfecting location (e.g. point-of-sale terminal)	Frequency (e.g. after each use)

## Hand washing/sanitizer stations

Practicing good hygiene is an essential and effective part of preventing the spread of COVID-19. Take these measures to protect yourself and others from getting sick:

- Wash your hands often (in addition to routine times such as after using the washroom, before eating and 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; and
- Use alcohol-based hand sanitizer if soap and water are not readily available.

Hand washing stations	Location
<b>Employees</b> (e.g. lunch room, washrooms, etc.)	
<b>Public</b> (e.g. portable(s) located at store entrances)	
Hand sanitizer stations	Location
<b>Employees</b> (e.g. behind cash counter)	
<b>Public</b> (e.g. at entry (with signage))	

## Additional measures (optional)

Add any additional health and safety measures that your business is implementing to mitigate the risk of COVID-19 infection. These could be measures that are specific to your operations, or reference to additional policies and guidance material that your business is following.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_