|  |  |
| --- | --- |
| **(insert Logo or Business Name)**  **COVID-19 CRITICAL RESPONSE PLAN** | |
| **What is the purpose of this document?** | This COVID-19 Critical Response Plan sets out the general procedures to follow in the event of a suspected or confirmed case of COVID-19 at [***insert business name***]. On-duty business management personnel should refer to this Plan and follow the steps outlined herein, as applicable in the given circumstances. |
| **What are the symptoms of COVID-19?** | Those who are infected with COVID-19 may have little to no symptoms. You may not know you have symptoms of COVID-19 because they are similar to a cold or flu.  Symptoms of COVID-19 have included:   * Fever * Cough * Difficulty breathing * Unexplained fatigue   Less common symptoms include:   * Aches and pains * Sore throat * Diarrhea * Conjunctivitis * Headache * Loss of taste or smell * A rash on skin, or discolouration of fingers or toes * Loss of speech or movement   Symptoms may take up to 14 days to appear after exposure to COVID-19. |
| **Can management question staff about whether they have COVID-19?** | Yes. The business has a general obligation under the [*Occupational Health and Safety Act*](https://www.assembly.nl.ca/legislation/sr/statutes/o03.htm) (“*OHSA*”) to take every precaution reasonable in the circumstances to protect employees. This obligation includes taking every reasonable precaution to ensure that employees who are suspected of having COVID-19 or have COVID-19 are not present in the workplace to avoid transmission of the virus to others.  General screening questions that management can ask before employees start work include:   * Do you have any of the following:   + Fever?   + Cough?   + Shortness of breath?   + Sore throat?   + Feeling unwell in any way? * Have you been in close contact with someone who is sick or has a confirmed COVID-19 diagnosis in the past 14 days? * Have you returned from travel outside Canada in the past 14 days?   If an employee answers YES to any of these questions, follow the general procedures below. |
| **Should staff question customers/guests about whether they have COVID-19?** | It is recommended that staff do not question customers/guests or make assumptions regarding their health. It would also be inappropriate to check their passports or ask about their recent travel. If a staff member reports to management that a customer/guest is suspected of having COVID-19 or has COVID-19, please follow the general procedures below. |
| **What should staff know about suspected or confirmed cases of COVID-19?** | Staff are expected to immediately report any suspected or confirmed cases of COVID-19 at the business to the Owner/Operator or General Manager (or their designate). Any subsequent reporting to the local health authority will be the responsibility of the Owner/Operator or General Manager (or their designate). Employees exhibiting symptoms of COVID-19 should remain home and not come to work. If an employee exhibiting symptoms of COVID-19 is in the workplace, please follow the general procedures below. While at work, employees who notice a co-worker or customer/guest exhibiting symptoms of COVID-19 must immediately contact Management. |
| **Should management make announcements about any suspected or confirmed cases of COVID-19?** | All members of Management should take any immediate and required steps to ensure other employees and/or customers/guests do not come into close contact with someone who is suspected of having COVID-19 or who has COVID-19. However, the Owner/Operator or General Manager (or their designate) will generally be the person responsible making any official announcements to employees and/or guests, including making any comments to the businesses’ head office (if applicable) or brand/flag (if applicable). Any media inquiries must also be handled by the Owner/Operator or General Manager (or their designate). |

|  |  |
| --- | --- |
| **IMPORTANT INFORMATION** | |
| **Contact Information** | The Owner/Operator or General Manager’s name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and his/her emergency cell phone number is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  Department Managers:   |  |  |  | | --- | --- | --- | | Department | Name | Phone # | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  |   The Management representative on the Health and Safety Committee is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and his/her emergency phone number is \_\_\_\_\_\_\_\_\_\_\_\_\_\_. Other members of the HSC:   * [***insert names and phone numbers***]   The Union representative for the business is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and his/her emergency phone number is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. (if applicable)  The media representative for the business’ head office (if applicable) or the brand (if applicable) is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_and he/she can be contacted at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. |
| **COVID-19 Resources** | Newfoundland & Labrador Public Health:  <https://www.gov.nl.ca/covid-19/>  Online self-assessment tool:  <https://nl.thrive.health/covid19/en>  Risk-Informed Decision Making Guidance for Employers Operating During COVID-19  <https://www.gov.nl.ca/covid-19/files/Risk-Informed-Decision-Making-Guidance-for-Employers-Operating-During-COVID-19.pdf>  Information Sheet for Workplaces  <https://www.gov.nl.ca/covid-19/files/Workplace-March-20th-Infograph.pdf>  Cleaning and Disinfection for Public Settings  <https://www.gov.nl.ca/covid-19/files/factsheet-covid-19-environmental-cleaning-NL.pdf>  Physical Distancing Guidance for Businesses  <https://www.gov.nl.ca/covid-19/files/Physical-Distancing-for-Businesses.pdf>  Guidance on Personal Protective Equipment (PPE) for Employers  <https://www.gov.nl.ca/covid-19/files/Guidance-on-Personal-Protective-Equipment-PPE-for-Employers.pdf>  COVID-19 Workplace Information  <https://www.gov.nl.ca/covid-19/files/Guidance-for-Workplaces.pdf>  Printable Resources for Businesses  <https://www.gov.nl.ca/covid-19/business-supports/printable-resources-for-businesses/>  Resouces  <https://www.gov.nl.ca/covid-19/resources/>  (Insert Others) |
| **Workplace NL Resources** | <https://workplacenl.ca/>  <https://workplacenl.ca/site/uploads/2020/03/Covid-19-20200415.pdf>  <https://workplacenl.ca/article/coronavirus-disease-2019-covid-19/> |

|  |  |
| --- | --- |
| **General Procedures** | |
| **What to do if an employee is suspected of having COVID-19** | **STEP 1:**   * Contact the Owner/Operator or General Manager, or the most senior manager on duty if the Owner/Operator or General Manager is not available. Management on duty will determine whether coordination is required with the Workplace Health and Safety Committee and/or the Union.[***Remove reference to Union if not applicable***].   **STEP 2:**   * Management will take steps to isolate the employee while they assess the situation to determine next steps. The temporary designated isolation areas which are separate from customers/guests and other employees should be used. The temporary designated isolation areas at the business are: [***insert detailed information about location of the areas at your business and note, these should be areas that are separate from customers/guests and other employees***].   **STEP 3:**   * If the employee has symptoms related to cold, flu or COVID-19, they will be sent home. Management should advise the employee to complete the NL online self-assessment tool (see COVID-19 Resources section above) and/or call Telehealth (811) or their primary care provider (e.g., family physician). The employee’s supervisor should be given instructions by Management on how and when to contact the employee and obtain updates on their status, as required.   **STEP 4:**   * If determined appropriate based on Management’s assessment at Step 2 above, contact the local public health authority (see COVID-19 Resources section above) for additional guidance and implement any appropriate measures based on the advice of public health officials.   **STEP 5:**   * If determined appropriate based on Management’s assessment at Step 2 above, shut down or close off any areas in the workplace while these are fully disinfected in accordance with applicable cleaning protocol best practices and guidelines. |

|  |  |
| --- | --- |
| **What to do if an employee tests positive for COVID-19** | **STEP 1:**   * Contact the Owner/Operator or General Manager, or most senior manager on duty if the Owner/Operator or General Manager is not available. That member of Management will be the point person for any questions relating to the employee who has tested positive for COVID-19, and will determine whether coordination is required with the Workplace Health and Safety Committee and/or the Union.[***Remove reference to Union if not applicable***].   **STEP 2:**   * The Owner/Operator or General Manager (or their designate) will take steps to isolate the employee at the Hotel temporarily until they receive confirmation from public health officials that the employee can be sent home (or to the hospital, as deemed appropriate). The temporary designated isolation areas at the business are: [***insert detailed information about location of the areas at your business and note, these should be areas that are separate from customers/guests and other employees***].   **STEP 3:**   * Shut down any affected areas of the workplace until they have been disinfected.   **STEP 4:**   * The Owner/Operator or General Manager (or their designate) will promptly coordinate with local public health authorities (see COVID-19 Resources section above) to establish crisis management procedures. Consider if the business needs to shut down or close off any areas in the workplace while it is disinfected **and** implement other measures based on the advice of public health officials.   **STEP 5:**   * Trace the employee’s interactions in the business – what is their schedule of work for the past 14 days, who have they come into close contact with at work during their shifts (employees and customers/guests), what areas where they working in, etc. The local public health authorities will ask the business to provide this information.   **STEP 6:**   * Information about the employee should be disclosed only to the extent necessary to ensure the health and safety of employees and customers/guests. In other words, information is only shared with those who “need to know”. Inform employees that have had close contact (spent time within two-metre radius) with the employee that they may have been exposed to COVID-19 and, if deemed appropriate by public health and/or management, take them off the schedule for two weeks. Determine entitlements, if any, regarding leave of absence with or without pay pursuant to any business policies/collective agreement and the law. Ask the affected employees to self-isolate and self-monitor and report any COVID-like illness to the business and to public health authorities.   **STEP 7:**   * After disinfecting any affected areas, frequently clean those areas in accordance with heightened protocol as established by the business.   **STEP 8:**   * If it is confirmed that the employee tested positive for COVID-19 due to exposure at the workplace, the business must notify the Workplace NL/Public Health as per the *OHSA*. The business must address the notice to “Attention: Director” and then email, mail or fax the notice. Reporting this information to Workplace NL/Public Health will be the responsibility of the Owner/Operator or General Manager (or their designate).   **STEP 9:**   * If a employee tests positive for COVID-19 and believes they contracted it at work, they should contact their health care provider and ask them to complete a Physician’s Report (Form MD). The employee must give a copy of this report to their employer so they can complete an Employer’s Report of Injury (Form 7).   You are required to report workplace injuries or illnesses resulting in lost time or the requirement to seek medical treatment within three business days of being made aware of them. You can file your Employer’s Report of Injury (Form 7) through connect.   * If Management is not sure whether the COVID-19 illness is work-related, currently, Workplace NL is recommending still reporting to Workplace NL even if not certain, in order to meet obligation to file Form 7 and then monitor and participate in the file as Workplace NL works to determine whether the illness is work-related. |
| **What to do if a guest is self-isolating and/or is suspected of having COVID-19**  **(Remove this section if not relevant to your business)** | **STEP 1:**   * Contact the Owner/Operator or General Manager, or most senior manager on duty if the Owner/Operator or General Manager is not available. Management on duty will determine whether coordination is required with the Workplace Health and Safety Committee and/or the Union.[***Remove reference to Union if not applicable***].   **STEP 2:**   * Determine the status of the customer/guest with respect to whether the customer/guest is booked and plans to continue to stay at the business and determine necessary health and safety considerations to balance against customer/guest’s stated plans.   **STEP 3:**   * Provide the customer/guest with contact information for the local public health authority. (See COVID-19 Resources section above).   **STEP 4:**   * If the customer/guest is required to continue to stay at the business for a period:   + Information about the customer/guest should be disclosed only to the extent that is necessary to ensure the health and safety of employees and customers/guests. In other words, information is only shared with those who “need to know”. Inform employees of measures to minimize employee contact with the customer/guest and changes to that customers/guest’s services.   + Discuss expectations with the customers/guests related to self-isolation and limiting interactions with other individuals, including: (for example)     - staff will not provide cleaning or housekeeping services during the stay.     - The customer/guest must stay in their room and not visit any public spaces for example kitchen, meeting rooms, lounge or restaurants.     - Requests for service or assistance should be made through alternate means such as phone and texts.     - The customer/guest should limit or avoid any outside visitors coming in and out of the guest room out of an abundance of caution for other guests and staff.   **STEP 5:**   * Inform the customer/guest that if they start to feel ill, they should contact public health authorities as well as Management. Provide the customer/guest with the mobile phone number of a member of Management to contact should they have questions or need assistance.   **STEP 6:**   * The customer/guest must contact Management prior to checking out/departure from the bsuiness to provide an update on their condition.   **STEP 7:**   * In the event of a suspected case of COVID-19, the affected customer/guest room will be removed from service and quarantined. The customer/guest room shall not be returned to service until undergoing an enhanced cleaning and disinfecting. |
| **What to do if a Customer/Guest tests positive for COVID-19** | **STEP 1:**   * Identify the customer/guest and ensure that they are immediately isolated in their room or other area of the business. Ensure that no one else enters that room until instructed otherwise.   **STEP 2:**   * Contact the Owner/Operator or General Manager, or most senior manager on duty if the Owner/Operator or General Manager is not available. That member of Management will be the point person for any questions relating to the guest and will determine whether coordination is required with the Workplace Health and Safety Committee and/or the Union.[***Remove reference to Union if not applicable***].   **STEP 3:**   * Management will promptly coordinate with local health authorities to establish crisis management procedures. (See COVID-19 Resources section above). A customer/guest who tests positive for COVID-19 will be directed to isolate in accordance with local health authority protocols.   **STEP 4:**   * Trace the customer/guest’s interactions in the business – who have they come into close contact with (customers/guests and employees), what areas were they in, etc. The local public health authorities will ask the business to provide this information.   **STEP 5:**   * Information about the customer/guest should only be disclosed to the extent that is necessary to ensure the health and safety of employees and customers/guests. In other words, information is only shared with those who “need to know”. Inform employees that have had close contact (spent time within two-metre radius) with the customer/guest that they may have been exposed to COVID-19 and, if deemed appropriate by public health and/or Management, take them off the schedule for two weeks. Determine entitlements, if any, regarding leave of absence with or without pay pursuant to any business policies/ collective agreement and the law. Ask the affected employees to self-isolate and self-monitor and report any COVID-like illness to the business and to public health authorities.   **STEP 6: (If Applicable)**   * After the customer/guest room has been vacant for at least 48/72 ***[confirm the business’s preferred Best Practices related to cleaning protocol here]*** hours, the room will be cleaned in accordance with heightened cleaning protocols. Management will consider any applicable collective agreement obligations and will determine if it is appropriate to bring in a third-party cleaning service. Once the deep clean is complete, housekeeping will prepare the room for the next guests while wearing appropriate Personal Protective Equipment (“PPE”) as mandated by the business. * ***[Add all other required information about and confirm the business’s preferred Best Practices related to cleaning protocol here. Add as many elements to the checklist as required. Refer to the resources to prevent COVID-19 in the workplace. Update Best Practices based on any other guidelines and resources as they are released.*** |