



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.
- Businesses such as restaurants, bars and personal care services are currently mandated to close under the *Civil Emergency Measures Act*. When these businesses receive direction that they can open there will be supporting guidelines to inform their operational plans. As these businesses are regulated under the *Public Health and Safety Act*, they must submit their operational plan to COVID19info@gov.yk.ca for review by Environmental Health Services.
- Businesses and service providers may submit their COVID-19 Operational Plans to the Yukon Workers' Compensation Health and Safety Board (YWCHSB) for review at worksafe@gov.yk.ca.

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.

Contact information

Business or organization name

Campus Housing

Address (physical location)

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Contact name

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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

Between employees
(e.g. assigned workstations separated by at least 2 metres)

Steps taken to ensure minimal interaction between people.

Each staff person has their own separate office. Meetings will be conducted in a space that allows 2 meters of space between staff or online. The majority of custodial work is completed independently (1 person per building) and custodial staff will observe social distancing when required to work with a team member.

Between clients
(e.g. directional signs on floor to avoid meeting in aisles)

Physical Distancing info (and the 6 Steps to Staying Safe) have been provided to each occupant in writing, will be included in each contract as an amendment and discussed during orientation. Occupants will be prompted to maintain physical distance by visible signage on floors and walls throughout each building. Small shared spaces (e.g. study room) that don't allow for physical distancing are closed. Furniture has been decreased and spread apart. Signage on the doors to shared ar

Between employees and clients
(e.g. barrier in place between cashier and customer, curbside deliveries)

Due to the small size of the main office, only one client will be allowed in at a time. Lines designating a 2m distance from the reception desk will be placed on the floors. Several administrative processes have been moved online to decrease the number of office drop-ins.

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

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

All employees have reviewed and signed the "Protocols for Working on Campus during COVID-19" document on June 3rd which included a provision on self-isolation. All new employees will be required to sign the Protocol as well. A copy of the Protocol document has been posted in a visible location in the Office. This information will be reinforced each Ter

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.

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

All employees reviewed and signed the "Protocols for Working on Campus during COVID-19" document on June 3rd which included a provision on staying home when sick. A copy of the Protocol document has been posted in a visible location in the Office. The information will be reinforced each Term, or as needed.

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: All-purpose cleaner, soap and water, window cleaner

Mixing instructions: 10% bleach solution, other solutions not mixed

Cleaning location (e.g. floors)	Frequency (e.g. at closing time)
Kitchens	2-3 times per day
Washrooms	2-3 times per day
Lounges and Kitchenettes	once daily
Hallways, stairways, walkways	once daily
Laundry rooms	once daily

Disinfecting product: Bleach Mixture

Mixing instructions: 10% bleach solution

Disinfecting location (e.g. point-of-sale terminal)	Frequency (e.g. after each use)
High frequency touch points (ie: doorknobs, lightswitches)	2-3 times per day
Computers and peripherals	At beginning and end of shifts; as needed
Phones	At beginning and end of shifts; as needed

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
Employees (e.g. lunch room, washrooms, etc.)	Washrooms are located next to each office. All washrooms have hot running water, soap and paper towels. Signs depicting proper hand washing are posted beside each sink.
Public (e.g. portable(s) located at store entrances)	Campus Housing washrooms are not open to the public. Occupants have access to shared washrooms or washrooms in self-contained units. All washrooms have hot water, soap and paper towels. Signs depicting proper hand washing are posted beside each sink.
Hand sanitizer stations	Location
Employees (e.g. behind cash counter)	Bottles of hand sanitizer have been placed in all employee offices. Hand sanitizing stations with signage (when available) will be placed in the front entrance of all buildings and the Office.
Public (e.g. at entry (with signage))	Campus Housing buildings are not open to the public. Occupants will be provided hand sanitizing stations with signage (when available) at the entrance of each building and at the entry of the Office.

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.

- Light switches in shared spaces have been labelled "please leave on" to reduce contact.
- High frequency use doors have been propped open to reduce contact.
- Specific self-contained "isolation space" has been designated should an occupant become symptomatic and require separation.
- Non-occupant guests are not permitted.

Signature: Michelle Mbutu

Date: June 23/20.