

Public health measures for businesses, educational institutions, organizations and service providers

In addition to the [general measures](#) for all individuals, the following are minimum requirements specific to all businesses, organizations, educational institutions and service providers across all phases of recovery:

- **COVID-19 operational plan**

As an operator, you must develop a COVID-19 operational plan outlining how daily operations will be managed to meet the measures outlined in this document (i.e. physical distancing, cleaning and disinfecting, hand and respiratory hygiene, pre-screening for symptoms, etc.). The plan must explain procedures on how you will be able to adapt to these requirements. An [Operational Plan Guide](#) has been developed to help you in the development of your plan.

It is the responsibility of each business to ensure they have an operational plan in place that outlines how they will manage the safe opening and operation of their business, service, or organization. This plan must follow the guidance and requirements of [Public Health](#) and [WorkSafeNB](#) and you may be asked to share your plan with the proper authorities.

- **COVID-19 awareness**

Signage must be posted on proper hand hygiene, respiratory hygiene, and physical distancing throughout your facility and outdoor settings as applicable.

How this is applied will vary depending on the facility, but signage is required. At a minimum, signage should be placed at all common entrances and where people tend to congregate.

For public health signage, see the [Awareness Resources section](#) and [Public Health Advice poster](#).

- **Active or passive screening of employers and patrons**

You should advise any staff and patrons who are either symptomatic, and/or have been advised by Public Health to call TeleCare 8-1-1 to report their symptoms, self-isolate, remain home and not enter the premises. You should also actively pre-screen staff before the beginning of each shift by using the [Screening Questionnaire for COVID-19](#). In addition, posting information on COVID-19 symptoms such as a fever above 38°C, a new cough, or worsening chronic cough, headache, sore throat, runny nose, a new onset of fatigue, a new onset of muscle pain, diarrhea, loss of sense of taste, loss of sense of smell, and, in children, purple markings on the fingers and toes, will help to enable and reinforce passive screening of patrons.

- **Physical distancing**

Patrons and staff must not be permitted to congregate in groups. Patrons must always maintain a minimum of two metres between themselves and others, with the exception of members of the same household or “bubble”. This may result in alterations to how your workplace is set up, how activities would normally occur, or how patrons and staff would normally interact and go about business.

Where possible, a designated staff member should monitor adherence to physical distancing requirements. Situations where close contact cannot be avoided might deserve special considerations for mutual protection such as installing a plexiglass screen at the cash or another type of physical barrier. Community masks or other forms of protection may be used as a last resort. In elevators, limit the number of people getting into each car to no more than two at a time. People should consider only riding the elevator with their own family, taking the stairs, or waiting for the next elevator.

- **Cleaning and disinfection procedures**

Ensure that all common areas are cleaned and disinfected twice daily, or more often as required. As an example, items such as countertops, chairs (including below the front of the seat), rental/shared equipment, cashier equipment, light switches, public washrooms, door knobs, and furniture will need to be disinfected more frequently throughout the day.

Regular household cleaners, disinfectant wipes or a diluted bleach solution can be used according to the label directions. Use disposable gloves when cleaning surfaces. Make sure that other staff and patrons are removed from the area during clean-up.

- **Facilitating personal hygiene etiquette**

Operators will need to ensure that they are enabling thorough and frequent hand hygiene for patrons and staff by posting signage and making sure basic supplies are provided.

If applicable to your operations, the following measures must be taken:

- **Handling of money**

Use of electronic payment devices are preferred when possible. However, if you must handle money, always ensure regular handwashing and have minimum 60% alcohol-based hand sanitizer readily available. Do not touch your face after handling money. Ensure that hand hygiene supplies are available for both patrons and staff at the point of purchase.

- **Supplies**

Operators must ensure they have all the necessary supplies such as hot/cold potable running water, liquid soap, paper towel, and garbage bins, for handwashing; or minimum 60% alcohol-based hand sanitizer; toilet paper, cleaning and disinfecting supplies and personal protection equipment (non-medical masks and disposable gloves) as appropriate. It is important that a staff member be delegated responsibility to monitor supplies to ensure stock is maintained during operating hours.

- **Washrooms**

Where public washrooms are available, they must be equipped with hot and cold running water under pressure, liquid soap, paper towel, toilet paper, and garbage containers. Handwashing signs must be posted.

- **Handwashing stations**

Handwashing stations should enable handwashing by providing clean water, soap, paper towel, and a disposal bin. In the absence of this, minimum 60% alcohol-based hand sanitizer should be made available if possible. Handwashing signs must be posted.