



A Discussion with WorkSafeNB: The New Normal during COVID-19

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DISCLAIMER

The situation surrounding COVID-19, related evidence, advice and guidance is constantly evolving. The information presented in this session, despite reflecting the most current guidance available, is subject to future updates and potential changes.



STATE OF EMERGENCY / MANDATORY ORDER

- The *Emergency Measures Act* makes provision for the Minister of Safety to issue an enforceable *Mandatory Order*. The order requires compliance with Chief Medical Officer of Health (CMOH) guidelines
- Enforcement is conducted jointly by Peace Officers, Public Health Inspectors and WorkSafeNB
- The requirements of the *Occupational Health and Safety Act* remain unchanged
- *Employers must take every reasonable precaution to ensure the Health and Safety of employees*
 - CMOH, Public Health, and WSNB advice considered as requirements for workplaces to follow



MANDATORY ORDER

- *“Every business proprietor and service provider, every Employer and workplace manager [...] must take all reasonable steps to minimize the risk of COVID-19 transmission among their employees, patrons and visitors, and must comply with all directives and guidelines from WorkSafe New Brunswick and the Chief Medical Officer of Health relevant to COVID-19 transmission.”*

EMBRACING THE NEW NORMAL

The *Embracing the New Normal* guide has been developed by WorkSafeNB in coordination with Public Health as a one-stop document for employers and workplaces for COVID-19 related requirements. (v03, July 14, 2020)

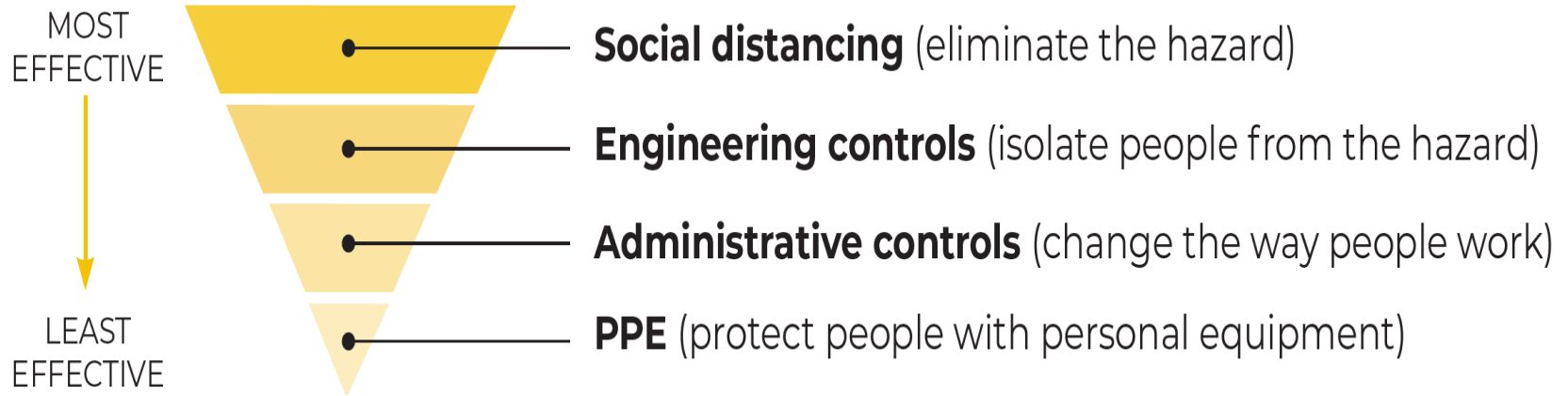


COVID-19 OPERATIONAL PLAN

- Every business is required to have a written plan documenting their risk assessment and mitigation measure consistent with Public Health guidance and WorkSafeNB rules and regulations
- Individual COVID-19 plans will not be reviewed or approved by WorkSafeNB. However, these plans will need to be produced during spot checks or should a complaint be made and investigated by one of the parties.
- Employers must be able to produce a written COVID-19 operational plan upon request

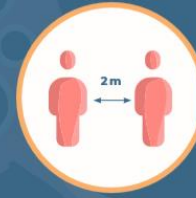


HIERARCHY OF CONTROLS FOR COVID-19



Infection and Prevention Controls

<https://www.worksafenb.ca/media/61124/embracing-the-new-normal-poster.pdf>



**SOCIAL
DISTANCE**
(at least 2 m)



**WASH HANDS
FREQUENTLY**
(20 sec!)



**AVOID
TOUCHING
YOUR FACE**



**USE PHYSICAL
BARRIERS
AS NEEDED**



**WEAR PPE
AS DIRECTED**



**STAY HOME
IF YOU
ARE SICK**



**DISINFECT
SHARED OBJECTS
FREQUENTLY**



**FOLLOW
SCREENING
PROTOCOLS**



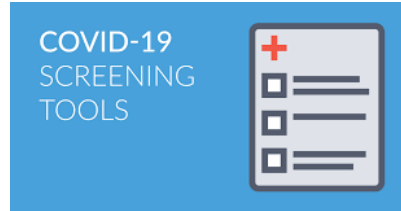
**KNOW THE
SYMPTOMS AND
REPORTING PROCESS**

EVERY EMPLOYER MUST...

STAY INFORMED



Screen For
Symptoms



Ensure Minimal
Interaction



Communicate and
INVOLVE STAFF



CREATE A COVID-19
OPERATIONAL PLAN



PREPARE FOR AN
EXPOSURE



WORKPLACE RISK

lower

higher

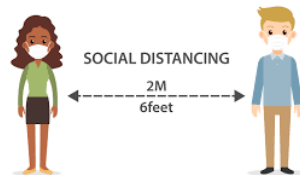


people in my workplace **can**
reliably interact with each other
at least two metres apart



people in my workplace **cannot**
reliably interact with each other at
least two metres apart

Minimal Interaction



High Risk - CANNOT ensure minimal interaction within 2m of other persons

- Installing physical barriers, such as plastic guard, if possible.
- Actively screen employees and visitors for symptoms of COVID-19.
- Face coverings are mandatory when two metres of physical distancing cannot be maintained.
- Maintain visitor and employee logs for access points/rooms where physical distancing is not possible should contact tracing be required.
- Implement enhanced cleaning/sanitation protocols



Joe is the general manager of a fish-processing facility. They had to close their facility in the early days of the pandemic because they couldn't implement appropriate measures to keep their workers safe. To reopen, they have done a risk assessment of the workplace and reorganized some parts of the process to provide 2-metre distancing between workstations. Where they could not achieve proper distancing, they installed Plexiglas barriers. However, not all areas were able to be modified and, as such, they have added a second shift to their facility to reduce the number of workers on site at any given time.

ACTIVE SCREENING

What is ACTIVE screening?

Active screening occurs when an employer actively seeks information to determine the health status of people entering the workplace. Alternatively, passive screening is generally in the form of signage, asking workers and visitors to screen themselves.

- ▶ Active screening must be conducted by a designated individual who asks workers the screening questions and requires a response. An electronic or automated active screening system that prompts the person to respond and documents the response is permitted.
- ▶ Conduct temperature checks of persons not able to maintain two metres of distance as part of the active screening process if a non-contact thermometer (i.e. infrared) or other acceptable device is available. An alternative to infrared thermometers is disposable thermometers.
- ▶ You must actively screen employees at the start of each shift.
- ▶ Employees in high-risk groups (travelled outside of the province in the previous 14 days or have potential exposure to a positive case) may benefit from active screening on a more frequent schedule (i.e. every 12 hours).



COVID-19 OPERATIONAL PLAN

Action Items	Resources (Examples, Templates, Guidance Documents)	Details of Implementation (PPE Specifics, Frequency, Policy Name, Process, etc.)	How is it communicated? (Poster, Training, Verbal Notice)	Status (Done, In Progress, Not Started, N/A)
Public Health Requirements (applies to EVERY workplace)				
Risk Assessment	Risk Assessment Guideline Health Canada.			
Complete a risk assessment to determine the engineering, administrative controls and/or PPE controls necessary to mitigate the risk of COVID-19 exposure.				
Determine whether you need isolation elements as part of the operational plan for your workplace. For requirements, see page 14 of the Embracing the New Normal guide .	Isolation for Out-of-Province Workers form.			
Physical Distancing				
Implement a two-metre physical distance protocol.	Physical Distancing.			
<ul style="list-style-type: none"> Consider both employees and visitors/customers. 				
<ul style="list-style-type: none"> Arrange furniture to promote the two-metre rule. 				
<ul style="list-style-type: none"> Provide visual cues (ensure two-metre markings on floor, directional movement for patrons, no-stopping areas in narrow hallways, etc.). 				
<ul style="list-style-type: none"> Determine if installation of physical barriers such as partitions or Plexiglas is feasible. 				
Establish a protocol to ensure people don't congregate in groups (stagger start and break times, virtual rather than in-person meetings, limit access to common areas, etc.).	WorkSafeNB FAQ.			
Evaluate options to reduce staff onsite, such as having some staff work from home, changing shift times and, implementing flexible work hours.				
Evaluate the risk of employees coming closer than two metres in all parts of the facility. Stairwells, entry and exit points and narrow hallways can present a challenge. Consider implementing one-way traffic zones where possible (one stairwell for walking up, a different one for walking down).				
Hand and Respiratory Hygiene				
Promote frequent handwashing.	Handwashing Poster			
Have handwash stations readily available and equipped with running hot/cold water and adequate soap and paper towel.				
Have minimum 60% alcohol-based hand sanitizer readily available.	Hand Sanitizer Poster			
Communicate frequently about good respiratory hygiene/cough etiquette.	Coronavirus disease (COVID-19): Prevention and risks.			
Evaluate the workplace for shared objects and common areas and increase frequency of cleaning of touched surfaces/objects (minimum twice daily).	Cleaning and Disinfection for COVID-19			

COVID-19 OPERATIONAL PLAN

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Public Health Requirements (applies to EVERY workplace)				
.Screening and Monitoring				
Determine if your workplace must implement a passive or active screening process. For more information on active screening, see page 11 of the .Embracing the New Normal guide.	.Screening tool.			
Prepare for the possibility that an employee tests positive for COVID-19 and may have been in the workplace. Inform your employees of the procedures to be followed.	.WorkSafeNB FAQ.			
.Receiving payment for good and services				
<ul style="list-style-type: none"> Use electronic payment devices (if possible). We encourage you to use the tap option or clean devices after each use. If you must handle money, ensure regular handwashing and have minimum 60% alcohol-based hand sanitizer readily available. 				
.Cleaning and Disinfection	Cleaning and Disinfection for COVID-19			
Ensure availability of all necessary supplies for cleaning and disinfecting.				
Washrooms				
<ul style="list-style-type: none"> Equip with hot and cold running water under pressure, liquid soap, paper towel, toilet paper and garbage containers where possible. Hand-washing posters must be posted. 	Handwashing Poster			
If multiple stalls and sinks are provided in washrooms, consider whether you need to limit access through maximum numbers allowed in the space at one time.				
Additional Considerations:				
Use non-medical face coverings for employees, clients and visitors to minimize the risk of transmitting COVID-19.	Health Canada information on non-medical masks and face coverings			
Develop procedures for selection, use, decontamination (if applicable), storage, handling, limitations, inspection requirements, change-out requirements and employee training, if coverings are used.				
Consider implementing a self-isolation unit. Isolate persons showing signs of COVID-19 immediately at the workplace. Keep the person isolated until they are picked up to avoid contaminating others.				
Provide mental health support to all workers, including access to an employee assistance program (EAP) or information on public health supports, if available.	GNB Mental Health Resource			

COVID-19 OPERATIONAL PLAN



Action Items	Resources (Examples, Templates, Guidance Documents)	Details of Implementation (PPE Specifics, Frequency, Policy Name, Process, etc.)	How is it communicated? (Poster, Training, Verbal Notice)	Status (Done, In Progress, Not Started, N/A)
Public Health Requirements (applies to EVERY workplace)				
If your workplace CANNOT ensure minimal interaction of people within two metres of each other – the requirements listed below <u>must</u> be implemented				
Where feasible, install physical barriers (clear plastic guard, cubicle walls of appropriate design, curtains).				
If physical barriers are not possible:				
<ul style="list-style-type: none"> Implement active screening processes. 				
<ul style="list-style-type: none"> Implement enhanced handwashing and sanitation/cleaning practices in shared areas and for shared items. 	Cleaning and Disinfection for COVID-19			
Provide personal protective equipment such as:	OHS Guide-PPE			
<ul style="list-style-type: none"> Hand protection (nitrile, rubber or latex gloves) 				
<ul style="list-style-type: none"> Eye protection (safety glasses, goggles or face shield) 				
<ul style="list-style-type: none"> Other PPE as determined necessary through the risk assessment 				
In areas/rooms where minimal interaction of people within two metres of each other is not possible, maintain a visitor and employee log. This must be made available to Public Health for contact tracing purposes if it's identified that a person who tested positive for COVID-19 was present in that area.				
Additional Protection				
Use <u>non-medical face coverings</u> for employees, clients and visitors to minimize the risk of transmitting COVID-19.	Health Canada information on non-medical masks and face coverings			
Develop procedure for selection, use, decontamination (if applicable), storage, handling, limitations, inspection requirements, change-out requirements and employee training, if face coverings are used.				

COVID-19 OPERATIONAL PLAN



Action Items	Resources (Examples, Templates, Guidance Documents)	Details of Implementation (PPE Specifics, Frequency, Policy Name, Process, etc.)	How is it communicated? (Poster, Training, Verbal Notice)	Status (Done, In Progress, Not Started, N/A)
Occupational Health and Safety Act and Regulation Requirements				
Communicate to employees and supervisors their responsibilities under the OHS Act and regulations.	OHS Guide-Three Rights			
Communicate to all employees their three rights under the OHS Act.	Guide to Legislation - Three Rights			
Provide employee orientation, information and training on the new policies and processes implemented regarding COVID-19.	OHS Guide-New Employee Orientation			
Provide employee training on the work refusal process.	Right to Refuse			
Keep records of visitor and employee log (with confirmation those individuals were actually screened), as well as orientation, training and inspections.				
Ensure supervisors are knowledgeable of guidelines and processes established by Public Health.				
Ensure all employees receive information, instruction and training on the personal protective equipment required to protect against COVID-19.				
Provide, maintain and make available personal protective equipment.				
Implement a disciplinary process for correction of employee violations of company policies and procedures.				
Consult on any new policies and processes established in relation to COVID-19 (JHSC or health and safety representative, if any, or employees).	OHS Guide-JHSC			
Provide competent and sufficient supervision to ensure employees are complying with policies, procedures and processes established.	OHS Guide topic-Supervision			
Communicate to all staff the requirement to co-operate with Public Health if there is a suspected or confirmed case of COVID-19 in the workplace. Public Health will advise the employee and/or the employer if there is a need to communicate with the employer or workforce during contact tracing. If the employer is advised of a positive case, they must then report it to WorkSafeNB.	WorkSafeNB FAQ			
Include guidance that is not provided in this template and is recommended by your industry association or other resources .				
Sector Specific Additional Resources				



FACE COVERINGS VS. FACE SHIELDS

- Face shields cannot be used as a substitute to face coverings unless a face covering introduces a hazard to the worker as demonstrated by a risk assessment.
 - Examples include highly flammable or corrosive environments, extreme wet, hot and cold environments
- For occupations dealing directly with the public substitution is not possible.
- Face shield should extend below the chin, cover the ears and there should be no exposed gap between the forehead and the shield's headpiece.
- Using a face shield over a face covering is not prohibited.



CROSSING BORDERS

One or more of my workers will have to cross the border into New Brunswick / the Atlantic Bubble. Will they have to self-isolate for 14 days?

- There are 3 scenarios under which workers entering the Atlantic provinces for work purposes do not require to self-isolate for 14 days prior to attending work in New Brunswick.
 - The worker and/or the work to be undertaken fulfill one of the exemptions defined by the Government of New Brunswick. E.g. *“Urgent, unplanned and New Brunswick services are not available”*
 - A New Brunswick worker returns to the province from work within Canada.
 - An out-of-province worker is coming into New Brunswick to perform work under an approved *isolation plan*.
- Entry into New Brunswick under any other scenario will require the worker to self-isolate for 14 days.
- Note that workers crossing the *Canadian* border are subject to the Federal Quarantine Act and must quarantine for 14 days upon arrival in Canada. This applies to international travelers landing in NB.

The Challenge: Staying up-to-date

GNB / OCMOH resources: www.gnb.ca

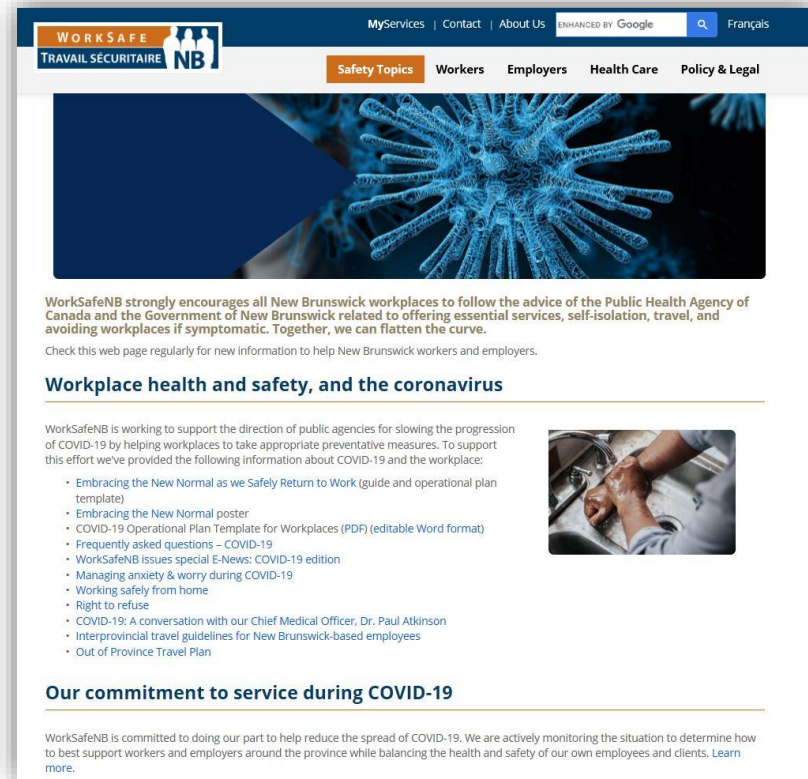
<https://www2.gnb.ca/content/gnb/en/corporate/pro/covid-19.html>

WorkSafeNB resources: www.worksafenb.ca

<https://www.worksafenb.ca/safety-topics/covid-19/covid-19-what-workers-and-employers-need-to-know/>

<https://www.worksafenb.ca/media/61016/embracing-the-new-normal.pdf>

<https://www.worksafenb.ca/safety-topics/covid-19/entering-new-brunswick-to-work-amid-covid-19/>



The screenshot shows the WorkSafeNB website. The header includes the WorkSafeNB logo, navigation links (MyServices, Contact, About Us), a search bar, and a language selector (Français). The main navigation bar lists Safety Topics, Workers, Employers, Health Care, and Policy & Legal. The main content area features a large image of a coronavirus particle. Below the image, there is a paragraph stating that WorkSafeNB encourages workplaces to follow public health advice. This is followed by a section titled 'Workplace health and safety, and the coronavirus' which includes a list of resources and a small image of hands being washed in a sink. At the bottom, there is a section titled 'Our commitment to service during COVID-19'.

WorkSafeNB strongly encourages all New Brunswick workplaces to follow the advice of the Public Health Agency of Canada and the Government of New Brunswick related to offering essential services, self-isolation, travel, and avoiding workplaces if symptomatic. Together, we can flatten the curve.

Check this web page regularly for new information to help New Brunswick workers and employers.

Workplace health and safety, and the coronavirus

WorkSafeNB is working to support the direction of public agencies for slowing the progression of COVID-19 by helping workplaces to take appropriate preventative measures. To support this effort we've provided the following information about COVID-19 and the workplace:

- Embracing the New Normal as we Safely Return to Work (guide and operational plan template)
- Embracing the New Normal poster
- COVID-19 Operational Plan Template for Workplaces (PDF) (editable Word format)
- Frequently asked questions – COVID-19
- WorkSafeNB Issues special E-News: COVID-19 edition
- Managing anxiety & worry during COVID-19
- Working safely from home
- Right to refuse
- COVID-19: A conversation with our Chief Medical Officer, Dr. Paul Atkinson
- Interprovincial travel guidelines for New Brunswick-based employees
- Out of Province Travel Plan

Our commitment to service during COVID-19

WorkSafeNB is committed to doing our part to help reduce the spread of COVID-19. We are actively monitoring the situation to determine how to best support workers and employers around the province while balancing the health and safety of our own employees and clients. Learn more.

COVID-19 FAQ

- Includes answers to questions frequently received during the pandemic:
 - Sorted by topic;
 - Available in multiple formats (online, PDF for printing)
 - Updated as new information becomes available and as we receive new questions.
 - <https://www.worksafenb.ca/safety-topics/covid-19/covid-19-frequently-asked-questions/>

The screenshot shows the WorkSafe NB website's 'COVID-19 - Frequently Asked Questions' page. The header includes the WorkSafe NB logo, navigation links (MyServices, Contact, About Us), a search bar, and a language selector (Français). The main navigation bar lists 'Safety Topics', 'Workers', 'Employers', 'Health Care', and 'Policy & Legal'. The breadcrumb trail reads: Home / Safety Topics / COVID-19 / COVID-19 - Frequently Asked Questions. A 'Print Version' link is available. The page title is 'COVID-19 - Frequently Asked Questions'. The main content area starts with a date 'March, 2020' and a paragraph about the COVID-19 outbreak. To the right is an image of yellow virus particles. Below the text is a disclaimer about the volatility of the situation and a link to the PDF. A section titled 'Business closures/essential businesses/workers' contains three expandable questions: 'How do I know for sure if I need to close my business?', 'Is my workplace considered essential?', and 'Am I considered an essential worker?'. Another section titled 'Right to refuse' contains one expandable question: 'If a worker feels a site is unsafe due to COVID-19 concerns, do they have a right to refuse?'. On the right side, there are two sidebars. The top sidebar, titled 'COVID-19', lists links: 'Working safely from home', 'COVID-19: What workers and employers need to know', 'COVID-19 and the right to refuse', 'New COVID-19 prevention tool for workplaces', 'What health care providers need to know', and 'COVID-19 - Frequently Asked Questions'. The bottom sidebar, titled 'General Resources', lists links: 'Publications', 'Forms', 'Videos', 'FAQs', and 'Statistics'.

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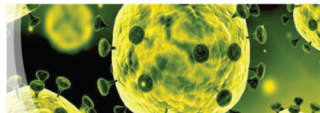
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Safety Topics | Workers | Employers | Health Care | Policy & Legal

Home / Safety Topics / COVID-19 / COVID-19 - Frequently Asked Questions | Print Version

COVID-19 - Frequently Asked Questions

March, 2020 – The COVID-19 outbreak, which began last December, has been declared a pandemic by the World Health Organization. The respiratory illness, which is caused by a never-before-seen coronavirus, has spread across the world.



WorkSafeNB is committed to keeping New Brunswickers safe at work. Here are some of the questions you've had for us since the province declared a state of emergency on March 19, 2020.

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Additional references are included in the answers. The reader is advised to give greater weighting to local or provincial guidance and follow the highest standard should there be difference.

[This FAQ is available in PDF.](#)

Business closures/essential businesses/workers

How do I know for sure if I need to close my business? ▾

Is my workplace considered essential? ▾

Am I considered an essential worker? ▾

Right to refuse

If a worker feels a site is unsafe due to COVID-19 concerns, do they have a right to refuse? ▾

COVID-19

- > Working safely from home
- > COVID-19: What workers and employers need to know
- > COVID-19 and the right to refuse
- > New COVID-19 prevention tool for workplaces
- > What health care providers need to know
- > **COVID-19 - Frequently Asked Questions**

General Resources

- > Publications
- > Forms
- > Videos
- > FAQs
- > Statistics

Thank you for participating

Questions & Answers

Additional Slides



CROSSING BORDERS

People not required to self-isolate

In addition to the Atlantic Bubble, where New Brunswickers and Atlantic visitors are **not** required to self-isolate during their return or visit; the following persons are permitted to enter New Brunswick and are not required to self-isolate: ...

2) Workers who are healthy and:

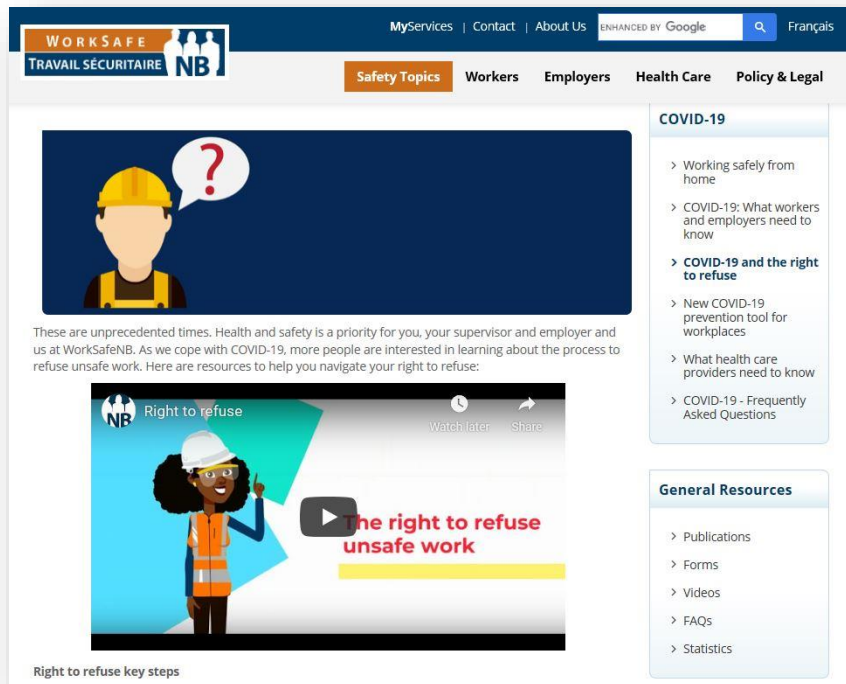
- a) provide or support things essential to the health, safety, security or economic well-being of New Brunswickers, including;
 - i) Commercial transportation of goods by truck, train and plane
 - ii) Maintenance of critical infrastructure telecommunications, transportation, data, fuel, electricity, manufacturing, water and wastewater, health and financial systems *that is urgent and unplanned and where New Brunswick services are not available*
- b) live in or near an interprovincial border community and commute to and from work locally, where the person lives in one province and works or operates a business in another.
- c) New Brunswick residents no longer need to self-isolate when returning from work in another Canadian province or territory.

...

All such workers and individuals who are exempt from self-isolation must travel directly to and from work and/or their accommodations, self-monitor and avoid contact with vulnerable individuals, and follow the guidance of the Chief Medical Officer of Health.

<https://www2.gnb.ca/content/gnb/en/corporate/promo/covid-19/travel.html#intonb>

The right to refuse during COVID-19



The screenshot shows the WorkSafe NB website. The header includes the WorkSafe NB logo, navigation links (MyServices, Contact, About Us), a search bar, and a language selector (Français). The main navigation bar has tabs for Safety Topics, Workers, Employers, Health Care, and Policy & Legal. The main content area features a large blue banner with a worker icon and a question mark. Below the banner, a paragraph states: "These are unprecedented times. Health and safety is a priority for you, your supervisor and employer and us at WorkSafeNB. As we cope with COVID-19, more people are interested in learning about the process to refuse unsafe work. Here are resources to help you navigate your right to refuse:". Below this is a video player showing a worker pointing to a sign that says "The right to refuse unsafe work". To the right of the video player, there is a list of COVID-19 resources: "Working safely from home", "COVID-19: What workers and employers need to know", "COVID-19 and the right to refuse", "New COVID-19 prevention tool for workplaces", "What health care providers need to know", and "COVID-19 - Frequently Asked Questions". Below this list is a "General Resources" section with links to "Publications", "Forms", "Videos", "FAQs", and "Statistics".

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Safety Topics Workers Employers Health Care Policy & Legal

COVID-19

- > Working safely from home
- > COVID-19: What workers and employers need to know
- > COVID-19 and the right to refuse
- > New COVID-19 prevention tool for workplaces
- > What health care providers need to know
- > COVID-19 - Frequently Asked Questions

General Resources

- > Publications
- > Forms
- > Videos
- > FAQs
- > Statistics

- The same principles still apply!
- We've developed resources to help workplaces navigate work refusals, including:
 - Videos
 - 6-step process
 - Printed publications
 - Refusal flow charts
 - Very detailed Workplace Guide



CURRENT WORKPLACE INSPECTION PROCESS

- Currently, planned workplace inspections are performed
- HSO will contact employer prior to the inspection (same day, minimum half hour in advance)
 - Short discussion on the phone
 - HSO will request a copy of the COVID-19 operational plan to be send via email. Note: the plan will not be “approved”
- HSO will undergo the employer’s screening process (in addition to WSNB internal screening)
- HSO will follow employers requirements in terms of PPE, supplemented by WSNB internal requirements
- During the onsite visit:
 - Group will be limited to the HSO, one employer and one employee representative
 - 2 m distance will be maintained at all times during the site visit
- Focus is on COVID-19, particularly on the operational plan requirements. However, other issues won’t be ignored.
- Reports will be emailed (no contact). If orders need to be written, these will be provided initially orally, followed by email delivery.
- Common issues (anecdotally):
 - Active screening, maintaining a log, adherence to mandatory use of face coverings when within 2m, corporate operational plans (plans must be suitable for the workplace location), being up-to-date with current requirements.