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 a difference.

Business closures, essential businesses, and workers

1. How do I know if I need to close my business? How do I know if I can open my business?

On March 19, 2020 a state of emergency was invoked in New Brunswick that mandated certain workplaces to close. As time progresses, certain restrictions will be lifted, and the provincial government will phase-in business re-openings. The declaration and guidance documents can be accessed on GNB’s website: COVID-19 Guidance for Businesses.

Employers who would like more information about which businesses can operate should contact helpaide@gnb.ca, or call 1-833-799-7966.

(information as of October 29, 2020)

2. Is my workplace considered essential?

WorkSafeNB does not determine which workplaces are deemed essential and which ones are not. To find out if your workplace is deemed essential, please consult the Government of New Brunswick’s website.

(information as of April 17, 2020)

3. Am I considered an essential worker?

WorkSafeNB does not determine who is an essential worker and who is not. Your manager or employer will make that determination.

(information as of April 17, 2020)

Right to refuse

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
1. **Is workers’ compensation available to workers who withdraw from work for preventative reasons related to COVID-19?**

Workers’ compensation is available for a work-related injury or illness and is not provided for workers who withdraw from work for preventive reasons. Claim applications submitted for a COVID-19 virus infection contracted through a work-related exposure are adjudicated on a case-by-case basis. For a claim to be accepted, evidence must show that the infection arose out of and in the course of employment and the risk of contracting the disease through the employment is greater than the risk associated with contracting it through day-to-day living. [Learn more](#) about the application of benefits. See also: [Policy 21-109 Conditions for Entitlement – Infectious Diseases](#).

(information as of January 22, 2020)

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

Employees in New Brunswick have the right to refuse work if they believe it presents an unsafe situation. When this happens, employers need to consider the work refusal on a case-by-case basis, depending on the situation. The same principles apply for managing workplace health and safety and work refusals during a pandemic as they do during normal conditions.

Our website has information on [the process to file a right to refuse unsafe work](#) and additional resources.

(information as of April 17, 2020)

3. **Do I have to be at my workplace to refuse work I believe is unsafe?**

Under ordinary circumstances an employee is required to be at their workplace to view the work before exercising their right to refuse dangerous work. Given the unique circumstances during the COVID-19 pandemic, WorkSafeNB will accept work refusals where the employee has not gone to the worksite. In those cases, the employer must agree to this process. If all parties agree to this new process then the matter will be addressed through phone calls, emails or other remote means.

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
Note: If your employer requires you to be at the workplace to refuse work you believe to be unsafe and you do not attend, your protection from discriminatory action provided to you during the work refusal process could be affected and your employer could take job action.

Additional information on the right to refuse unsafe work process is available on our website.

(information as of April 17, 2020)

4. **My employer is asking me to travel to an area that is a high risk for COVID-19 can refuse?**

   Both the federal and provincial government have imposed travel bans with some exceptions. You and your employer need to check if these apply to your situation. If you believe your health and safety is endangered when asked to travel outside of New Brunswick during the COVID-19 pandemic you can refuse to do so by first advising your supervisor of your concerns. You should also explore with your employer alternative solutions to avoid travel while still carrying out the work. If the matter is not resolved to your satisfaction, you can raise the matter with your workplace JHSC, if one is established. If your organization does not have a JHSC or you are not satisfied with their response, please contact a WorkSafeNB health and safety officer at 1 800 999-9775 who will follow-up with your concerns.

   More information on the right to refuse dangerous work is available on our website.

   (information as of April 17, 2020)

**Joint Health and Safety Committee**

1. **To reduce the spread of COVID-19 in the workplace, can our joint health and safety committee (JHSC) stop holding its monthly meetings?**

   If possible, the JHSC should continue holding meetings either by phone or web conferencing instead. If meeting in person is necessary, the JHSC can reduce the number of people attending the meeting to the strict minimum that is required for quorum, while ensuring representation from both the employer and employees. If your JHSC is unable to

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Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
and use the Government of New Brunswick’s assessment tool to assess their status and next steps.

Curious about the difference between self-solation and isolation (quarantine)? Visit Health Canada’s webpage, Know the difference: Self-monitoring, self-isolation, and isolation for COVID-19 on website for more information.

Curious about the difference between isolation and quarantine? Visit Health Canada’s webpage, Difference between quarantine and isolate on website for more information.

(information as of April 17, 2020)

2. **What should an employer do when an employee tests positive for COVID-19 and may have been in the workplace interacting with co-workers before the diagnosis was confirmed?**

The employee must immediately isolate themselves and follow guidance from the appropriate regional public health officials. Public Health will determine if there is a need to inform the employer of the test results. A visitor and employee log for access points and rooms where physical distancing is not possible must be shared with Public Health.

Public Health will advise anyone who has been exposed to someone diagnosed with COVID-19 and identify any control measures that are required to be put in place.

For the management of cases and contacts, Regional Public Health will provide the direction for follow up and advise if there is a need for employer action. Regional public health will lead the process of tracing the identity of other persons that may have been exposed. Public Health may require the employer's assistance in the process. As the employer, you are required to:

- Cooperate with Health officials and adhere to their advice. Additional information on the tracing process used is below.
- If the case is confirmed positive by Public Health, the employer must report the exposure to WorkSafeNB by email (compliance.conformite@wsts.nb.ca) or by calling 1 800 999-9775.
- With the guidance of Public Health, communicate with your staff and other workplace parties about measures they must take following the potential exposure. Ensure this process respects individual privacy. Public Health will also identify if any communication is needed external to your workplace.
- Follow Public Health's advice regarding closing or restricting access to the workplace to clean surfaces and equipment which the confirmed case was in contact with by

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.

- If applicable, follow Public Health's advice before re-occupying the workplace.
- Re-evaluate the workplace including the preventive measures and the screening process for employees re-entering to determine if changes are required. You can consult the following WorkSafeNB resource for guidance.
- If necessary, re-visit your business continuity plan and your operational plan.

Learn more:

[Difference between quarantine and isolate](https://www.canada.ca/en/public-health/services/disease-prevention/communicable-diseases/difference-quarantine-isolate.html), Government of Canada


[Embracing the new normal](https://www.worksafenb.nb.ca/en/2251-embracing-the-new-normal), WorkSafeNB

**New Brunswick Department of Health – Public Health Contact Tracing Information**

All positive COVID-19 cases are reported to the appropriate regional public health office.

- Public Health staff contacts the individual who tested positive the same day they receive the results to inform them of their test result, provide instruction, and determine who they have been in close contact with.
- Public Health conducts a risk assessment based on a detailed interview with the individual.
- Public Health staff contacts all close contacts (and the workplace if appropriate) to identify any control measures that are required to be put in place.
- If one of these close contacts tests positive, then the contact tracing process begins for that individual.

As is the case for all contact tracing of cases, Public Health nurses and teams work daily with new cases to trace the contacts and have them self-isolate. If there is workplace exposure or exposure to the public, Public Health determines what communications are needed within workplaces or with the public or media outlets.

Every individual is entitled to privacy when it comes to Personal Heath Information and confidentiality is respected and adhered to during all aspects of the Public Health investigation. Note that employers cannot require employees to submit their personal lab results as a condition of absence or presence at work.

*(information as of July 10, 2020)*

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Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
Contact with someone tested or confirmed

1. **Does an employee who has had contact with someone being tested for COVID-19 need to self-isolate? If an employee lives with someone being tested for COVID-19, do they need to self-isolate?**

Employers are required to prohibit persons from entering the workplace if:

- They have travelled for personal reasons, outside New Brunswick in the previous 14 days.
- They have travelled outside the country (for work or for personal reasons) in the previous 14 days.
- They are exhibiting symptoms of COVID-19.
- They have been directed by a physician to self-isolate.
- They were in close contact within the last 14 days with someone who has been diagnosed with COVID-19.

These persons need to self-isolate for 14 days. If an employee who is not symptomatic was in close contact with someone being tested for COVID-19, the employee will need to self-monitor and check with their employer to find out if the employer prefers that they stay home. If the person being tested is subsequently diagnosed with COVID-19, the employee will need to self-isolate.

(information as of November 27, 2020)

2. **If an employee lives with someone who travelled and the traveller must self-isolate for 14 days, should the non-traveller come to work?**

If you are living with or coming into contact with someone who has returned from travel outside of New Brunswick or outside of Canada and who is not symptomatic, you may still go to work, provided that the traveller complies with all self-isolation requirements set by the Office of the Chief Medical Officer of Health.

Furthermore, you and the traveller will both need to self-monitor for 14 days. If you or anyone else within your household develops one or more symptoms consistent with COVID-19, you will need to self-isolate until COVID-19 is ruled out. If COVID-19 is confirmed, follow Public Health’s advice.

(information as of November 27, 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. Last updated on March 3, 2021.
3. One of my employees has advised me that she has an appointment to be tested for Covid-19 tomorrow. What precautions should she take and what should I do in my workplace until the test results are received?

You should assume that the test may come back positive and in the interim, clean and disinfect any areas where the employee had been in contact or isolate the affected area(s) until you are notified of the results. If possible, close off the potentially contaminated areas until the test is confirmed. If the test is confirmed positive, follow the advice provided by Public Health. If there were occasions when this employee was not able to maintain two metres distance with other employees or visitors within the workplace, you must share the log of these occasions with Public Health. This will be important for contact tracing purposes. As for your employee, she should self-isolate and wait for further instructions from the Department of Health.

(information as of May 14, 2020)

4. I have an employee who has just completed 14 days of self-isolation because they had recently returned from travel or had close contact with a confirmed case of COVID-19. What steps do I need to take to ensure it is safe for the employee to return to work? Should I ask that the employee seek a doctor’s note?

The evidence shows that if a person is returning from 14 days of self-isolation and did not exhibit symptoms self-isolation, they should be considered healthy. A doctor’s note is not necessary in this instance provided that the employee confirms they are healthy and shows no symptoms of COVID-19.

(information as of July 7, 2020)

5. I have an employee who has just completed 14 days of self-isolation because they been under investigation by Public Health, as a case or a close contact of a case of COVID-19. What steps do I need to take to ensure it is safe for the employee to return to work? Should I ask that the employee to seek a doctor’s note?

Public Health is monitoring all individuals suspected or confirmed to have COVID-19 in New Brunswick. Under the guidance of a medical officer, they will provide a letter to the worker and employer that the individual is able to leave self isolation and return to work or other public places. This documentation will not include details of any diagnosis or testing due to privacy legislation.

(information as of April 23, 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. Last updated on March 3, 2021.
6. I have employees that are exhibiting symptoms and I’ve sent them home to call 811 for COVID-19 testing. However, they have not been scheduled for testing. What are my obligations regarding letting them back into the workplace without receiving official COVID-19 test results? What if they are still symptomatic?

COVID-19 symptoms may resemble those of other illnesses.

The Public Health Agency of Canada lists cough, fever and difficulty breathing among the most common symptoms of the coronavirus. These can also be symptoms of the flu, common cold or any number of other ailments. If an employee is currently symptomatic, they must self-isolate and dial 811.

If 811 determines a person’s symptoms could indicate COVID-19, that person would be referred for appropriate testing. If an employee tests positive for COVID-19, Public Health will provide them with clear direction. Public Health will determine if there is a need to inform the employer of the test results. If the test result is negative for COVID-19, you may still consider asking the employees to stay home until their symptoms subside.

(Information as of September 9, 2020)

7. Who should I direct self-isolation questions to?

Self-isolation questions can be sent to Public Health’s COVID-19 Response Team by emailing NBPHCRT@gnb.ca.

(information as of January 26, 2021)

Pre-existing health condition

1. I have a pre-existing health condition that could make contracting COVID-19 more dangerous for me. Can I exercise my right to refuse dangerous work? (Pre-existing Health Condition of Employee)

Your employer has a legal obligation under the Human Rights Act to accommodate any health condition you may have. This requirement existed before the COVID-19 pandemic began and continues even with the pandemic.

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
As for your situation with respect to the Occupational Health and Safety Act, the New Brunswick Department of Health has developed guidelines for limiting the risk of contracting COVID-19 in both social and work settings. All New Brunswick employers are required to adopt these guidelines in their COVID-19 operational plan. If you have a concern regarding COVID-19 because of your personal health condition you should raise this with your employer. Depending on the circumstances at your workplace, your employer may be able to provide additional protection for you specifically. However, whether additional measures can be provided or not, so long as your employer takes reasonable precautions to ensure your health and safety then you are obligated to go to work as required.

If you are required to wear a respirator and based on your pre-existing condition you are not medically fit to do, then your employer cannot require you to wear that respirator.

Restrictions on respirator use will be identified through your employer’s code of practice on respiratory protection. Your employer then has the legal obligation to find different work for you that is reasonably safe given your specific condition.

If this response does not address your specific situation, please contact the New Brunswick Human Rights Commission.

(information as of July 10, 2020)

2. **What if I live with a person who has a pre-existing condition that makes COVID-19 more dangerous for them? Can I exercise my right to refuse to go to work based on the grounds that it endangers someone else? (Pre-Existing Health Condition of Household member for Employee)**

While your employer is not legally obligated to protect the vulnerable person you are living with, your employer still has an obligation to follow the guidelines for limiting your risk of contracting COVID-19 in the workplace. Given your specific circumstances, your employer may be willing and able to provide you with increased protection. You should exercise care to ensure you are following the guidelines to reduce the risk and use all personal protective equipment required in your job.

As long as your employer takes reasonable precautions to ensure your health and safety and prevent you from coming into contact with the virus, then you are obligated to go to work as required.

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3. **My partner has serious health issues. I work with the public and I am afraid of contracting COVID-19 and transmitting the disease to my partner. How do I minimize this risk?**

   It is important for you to discuss your concerns with your supervisor. It may be possible to modify your work to reduce your exposure to the public during this time. However, at a minimum, WorkSafeNB would expect that your employer is following the guidelines outlined by the Public Health:

   - appropriate protocols in place for cleaning of surfaces (perhaps even an increase in the frequency);
   - enough sanitary equipment (access to soap and water, hand sanitizer, disinfectants, etc.) for frequent and regular use;
   - training for staff on procedures and practices, especially in the event of a symptomatic customer

   If you do not believe the proper precautions are in place, you can exercise your right to refuse by first letting your supervisor know of your concerns and if the matter is not resolved to your satisfaction, you can raise the matter with your JHSC, if one is established at your workplace. If you are still not satisfied, please contact a WorkSafeNB health and safety officer at 1 800 999-9775 who will follow-up with your concerns.

   [More information on the right to refuse dangerous work is available on our website.](#)

   (information as of April 17, 2020)

4. **What duties do I have as an employer to accommodate an employee who suffers from a pre-existing medical condition making them vulnerable to develop complications if they contract COVID-19?**

   As an employer, you are legally obligated under the NB Human Rights Act to accommodate any health condition your employee has, to the point of undue hardship. Vulnerable populations to COVID-19 include, but are not limited to, those who:

   - Are over 65 years old,
   - Have underlying medical conditions, such as chronic lung disease or moderate to severe asthma.
   - Suffer from serious heart conditions.
   - Are immunocompromised.

   Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
If an employee discloses a pre-existing health condition that makes them vulnerable to COVID-19, first examine each of their tasks. Determine their risk of exposure to COVID-19 while performing each of those tasks. If the risk of exposure is high or medium, consider ways you can reduce their exposure. In your operational plan, you should have already identified controls to reduce exposure to all employees as much possible. These controls include screening people entering the workplace, ensuring physical distancing, installing barriers and providing personal protective equipment, such as a mask or respirator. An employee’s health condition may not permit them to wear respiratory equipment. You are legally obligated to consider other tasks that the employee could perform to reduce their risk. Discuss with the employee on how to reduce their exposure, as they may have solutions. Unionized employees may want union representation as well, and this should be permitted.

Be aware that some employees may reveal that they have a pre-existing health condition that you were not previously aware of, as it was not an issue for them until now. You have a duty to accommodate these employees. You do not need to know all the details of the employee’s diagnosis to accommodate them, just enough information to accommodate them properly. Do not ask for a copy of their medical file or for general medical information, as this is considered private information. For more information on the duty to accommodate, please contact the New Brunswick Human Rights Commission.

(information as of May 20, 2020)

Guidelines to protect workers

1. **Our workplace is permitted to operate during the COVID-19 state of emergency.**
   How do we keep our workplaces safe during COVID-19? Under which conditions are we allowed to re-open?

   You must follow all guidance and requirements contained in the State of Emergency and Mandatory Order, comply with the recommendation from the New Brunswick Chief Medical Officer of Health and implement any guidance issued by Public Health or WorkSafeNB with respect to your individual industry or occupation.

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
Further, you must have a documented operational plan that specifically addresses COVID-19. This requirement applies to all workplaces, whether you have continued to operate during the pandemic or are planning your re-opening. In order to create an effective operational plan, the employer must conduct a risk assessment to determine the feasibility of physical distancing (i.e. can 2 metres of separation be maintained between persons) as well as the engineering, administrative controls and/or Personal Protective Equipment controls necessary to mitigate the risk of COVID-19 exposure. The operational plan then documents the specific prevention controls that the employer has put into place. You can find more information on the requirements and guidelines recommended, prevention control measures, and an operational plan template in WorkSafeNB’s Embracing the New Normal guide.

(information as of May 13, 2020)

2. Our workplace is permitted to operate during the COVID-19 state of emergency and we have some common areas, such as lunchrooms, staff changing areas and conference rooms that all employees use throughout the day. How we can ensure that these common areas remain safe for employees?

There are several things you can do to keep common areas safe. Here are some suggestions:

- Limit the number of people to each common area to ensure those using the space can maintain a distance of at least two metres apart from each other. Staggering breaks, limiting the number of chairs and organizing seating to ensure two metres between each chair are examples of limiting the numbers.
- Remove objects that cannot be easily cleaned (newspapers, magazines, fabric furniture, etc.).
- Increase frequency of environmental cleaning throughout the day.
- Unless regularly performed by designated cleaning staff, require employees to disinfect any surface or object in the common area they may contact.
- Unless performed immediately by cleaning staff, require employees to clean the surfaces and objects they may contact during their breaks.
- Ensure handwashing facilities and/or hand-sanitizing products and disinfecting and cleaning supplies are readily available in the common areas.

Finally, measures taken must be documented in the operational plan. For more

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
information on an operational plan, please review WorkSafeNB’s Embracing the New Normal guide.

3. What precautionary measures are required to mitigate the risk of transmission of COVID-19 when a workplace CANNOT maintain a two-metre separation between people?

The most effective way to prevent the spread of COVID-19 is to ensure employees and customers practise physical distancing. This requires maintaining at least two metres of separation between employees, customers, and visitors.

If an employer cannot consistently maintain a two-meter separation between people due to work activities, this guide (page 11) provides recommendations for workplaces that cannot maintain two-metre distancing. WorkSafeNB encourages all workplaces to think outside of the traditional work environment and consider alternate working arrangements, such as working remotely, flexible hours, staggered start times, and the use of virtual meetings rather than in-person.

(information as of May 13, 2020)

4. What precautions must tradespersons take when they enter a home to perform their work?

Employers must have a documented operational plan that specifically addresses prevention controls related to COVID-19, based on the exposure risk faced by employees. To create an effective operational plan, the employer must conduct a risk assessment to determine the engineering, administrative controls and/or PPE controls necessary to mitigate the risk of COVID-19 exposure. You can find more information on the operational plan, prevention control measures, and an operational plan template in WorkSafeNB’s Embracing the new normal guide. In this context, tradespersons should consider the following when developing their operational plan: A tradesperson must first inquire if anyone in the home is experiencing symptoms of COVID-19 (refer to the screening questionnaire for a list of symptoms) or if they have been advised to self-isolate. This verification should be done when the homeowner requests a service call. If the client is ill or has been advised to self-isolate, determine if the work is urgent or essential. If it is urgent or essential, request that anyone who is ill or must self-isolate remain in another room during your visit and that high touch surfaces are sanitized before you arrive.

If the client advises you that everyone on site is healthy and when you arrive someone is coughing or appears ill, leave the premises immediately and inform them you will do the work later. When in a house or outdoors stay two metres away from others, wash your hands often, avoid touching surfaces and clean and sanitize tools between clients.

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
Depending on your work, you may be required to wear personal protective equipment such as gloves, masks and eye protection.

Please note that workers must be actively screened before agreeing to provide service to a client. If the worker is experiencing symptoms consistent with COVID-19 or has been advised to self-isolate, they must not carry out the work.

(information as of May 22, 2020)

5. **What guidelines are available that will help ensure employees are safe when traveling together for work purposes?**

Every effort must be made to avoid having employees travel in the same vehicle during work activities. The employer should consider implementing alternate transportation options (for example, the use of personal vehicles).

- If more than one person must travel in the same vehicle, consider installing physical barriers (such as plexiglass) inside the vehicle. Before installing a physical barrier, ensure that it can be installed without introducing additional hazards - such as restricting the driver’s field of vision or inhibiting escape in the event of an accident. Ensure that the barrier is made of a material that is easily cleaned.

- If installing a physical barrier is not possible and employees must travel together, they must be **actively screened** before entering the vehicle.

- Maintain a log of employees travelling together. 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 the vehicle.

- Limit the number of persons traveling together to:
  - 2 people for small-medium size vehicles and trucks (normally seat 4 to 5 people)
  - 4 people for large vehicles such as SUVs normally seating 6 or more people and large trucks that normally seat 5 or 6
  - 8 people for 15 passenger vans

- Employees must keep as much space between each other as possible. Persons must not sit directly beside each other, and a passenger must sit in the back seat diagonally across from the driver if traveling in a medium-small vehicle. Employees must keep their same seats throughout the day.

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
• The use of non-medical or fabric face coverings, or full-face shields is mandatory if a distance of 2m cannot be maintained. Note that special precautions must be taken when such coverings are used.
• At a minimum, the vehicle must be cleaned and disinfected at the start and end of the shift. It will need to be cleaned and disinfected more often if it is used to transport other employees and/or used for other activities (such as lunch breaks). Controls must be in place to ensure that vehicle sanitization is maintained.
• When employees are speaking inside the vehicle, they should look straight ahead in order to limit direct face-to-face interaction.
• Remember that proper hand hygiene and respiratory etiquette is key to reducing the transmission of the virus. Ensure hand washing or sanitizing supplies are available at all times.

This information may be modified as the Covid-19 outbreak evolves in NB.

(Information as of September 9, 2020)

6. **Under what conditions can we use cubicle walls as physical barriers?**

Cubicle walls may serve as physical barriers if:

• They are a minimum of 137.2 cm (54") or high enough to provide a shield when workers are seated in their workspace. If cubicle walls are less than 54 inches and are not high enough to provide a shield when the worker is seated, another approach to achieve adequate physical distancing is a staggered or ‘checkerboard’ placement of employees at workstations. Additionally, ensure that employees are not facing each other in the adjusted configuration.
• They are constructed of a material or are of sufficient thickness that prevents droplets from passing through the wall.
• They are covered in a material that allows for easy disinfecting. In the event of a positive case of COVID-19 in the workplace, if cubicle walls are fabric it is recommended that they be disinfected according to the manufacturer instructions. If the instructions do not include specific guidelines in respect to COVID-19, the fabric should be covered by a material that can be easily cleaned or replaced.
• The seating configuration within the cubicle should not position the worker to face the opening (this increases risk of potential exposure through the opening).
• Supplies are provided for the cleaning and disinfection of work surfaces.

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
• Surfaces are cleaned and disinfected at least twice daily by designated employees (employees may be tasked to clean and disinfect their own work area).

(Information as of May 5, 2020)

7. What precautions can we take when receiving and handling mail and parcels in our workplace during COVID-19?

The Public Health Agency of Canada has stated that there is no known evidence of COVID-19 spreading through contact with mail or parcels as they generally take days or weeks to be delivered. However, you can take these precautions to prevent exposure:

• Sanitize any parcels and envelopes that have a plastic coating with disinfectant approved by Health Canada for COVID-19.
• Envelopes and parcels that cannot be sanitized should be set aside for a minimum of 24 hours. Designate a location to keep them isolated.
• When handling envelopes, open the envelope, remove the contents (ensuring that they do not touch the outside of the envelope) and place the contents on a clean surface.
• Discard packaging material.
• Do not touch your eyes, nose or mouth when handling mail.
• Wash your hands thoroughly immediately after handling mail.
• Remember to allow physical distancing for mail service personnel (whether they are picking up mail or delivering it to you).

(Information as of May 20, 2020)

8. What is the difference between active and passive screening? When must employees be actively screened and when can they be passively screened?

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At a minimum, employees must be screened at the beginning of their shift.

Active screening is required when:

- It is not possible to maintain 2 metres distance between workers, clients and/or visitors within the workplace at all times.

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
○ Co-workers must travel within the same vehicle.

○ A resident from outside New Brunswick has been approved to work on site after submitting a self-isolation plan to WorkSafeNB. These workers must be actively screened for the first 14 days after entering the province. In this case, they may perform temperature checks on themselves and the screening questions may be asked by telephone.

○ The mandatory order specifies that active screening must be conducted in certain types of workplaces.

Please note that with active screening, it is also possible to use an electronic system to ask the screening questions if the person is prompted to respond to the questions and the system records the answers.

Passive screening, on the other hand, is when individuals are asked to screen themselves before entering the workplace. Typically, a sign is posted at the entrance to the workplace listing the screening questions (same questions used when conducting active screening). People must answer the questions before entering the workplace (they are permitted to enter if they answered no to all the questions). In passive screening, the answers are not recorded.

Passive screening is conducted when it is possible to maintain 2-metre distance at all times between workers, clients and/or visitors within the workplace. Employees must screen themselves at the beginning of their shift.

In both cases, any person exhibiting symptoms of COVID-19 may not enter the workplace. They must self-isolate, dial 811 and follow instructions provided by Public Health.

(Information as of January 27, 2021)

9. I live in a COVID-19 Yellow level zone but sometimes must work in an COVID-19 Orange level zone. What precautions must I take?
   You are permitted to continue to work in an Orange level zone. However, employers and workers should restrict travel to Orange level zones as much as possible. If you must work in an Orange level zone, you must follow all Orange level Public Health guidelines.

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
measures while in the zone. The following measures have been developed for workers for the 14 days after exiting an Orange level zone:

- Wear a mask when in public. This includes public and common areas of workplaces, both indoors and outdoors.
- Be vigilant in self-monitoring for symptoms and get tested as soon as possible if they develop.
- Limit your contacts to your one-household bubble.
- Avoid visiting people who are most vulnerable to COVID-19, including those in nursing homes and other adult residential facilities.
- Wash your hands or use sanitizer frequently.
- Maintain a two-metre distance from others.
- Avoid gatherings.

Workers living in an Orange level zone and working in a Yellow level zone must follow the same measures outlined above.

(Information as of November 21, 2020)

10. What are the requirements for active screening in workplaces in red and lockdown levels?

The January 23 Mandatory Order introduced new requirements for proprietors and managers of workplaces in the areas of the province that are in the red or lockdown alert level.

The following interpretation provides clarity around the application of these provisions. This interpretation remains in effect until modified or terminated, pursuant to requirements set in the Mandatory Order in effect.

For employees
For employees, contractors and any admitted visitors to the workplace, proprietors and managers are now required to:

1. Maintain a record of employees and any admitted visitor, including contractors, who enter the workplace and actively screen all who enter. This record must be created daily and maintained for 28 days, (electronic scans of employees entering and leaving workplaces are sufficient records).
2. Ensure that all who enter the workplace continuously wear a face covering, except while eating or drinking.

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
3. Sanitize their hands before entry.
4. Ensure that lunch rooms, break rooms and cafeterias are either closed or monitored continuously to ensure compliance with distancing, mask wearing, as required, and record maintenance of names and times of those in attendance.

For patrons
Where patrons may enter any place where the public is welcome, proprietors and managers are now required to:
1. Actively screen anyone who enters.
2. Actively manage the number of patrons permitted in the facility to ensure COVID-capacity limits as outlined in the operational plan are respected
3. Make all reasonable efforts to ensure that patrons maintain 2m of physical distancing with others who are not in their bubble
4. Ensure that all who enter continuously wear a face covering, and maintain 2m of physical distancing with others who are not in their bubble.
5. Ensure all who enter sanitize their hands before entry.

This is in addition to all other guidelines of the Chief Medical Officer of Health and WorkSafeNB.

For example, a retailer is required to maintain a record of names of employees coming to work, including contractors, visitors, etc., but they are not required to maintain a record of patrons entering the facility.

As part of their operational plan, employers are required to take steps to reduce human interaction, where possible, and to take steps to consider the safety of patrons (for example, accommodating some patrons in indoor lobby spaces instead of waiting in line outside in cold weather).

Active screening
Active screening means that the workplace must assign resources to ensure that anyone entering the facility is asked the necessary screening questions. The questions may be asked one at a time by the screener, or the screening questionnaire can be made available to the person entering the facility, such as posting it, and the workers or patrons who are entering can read and provide their responses to the screener.

For employees, contractors and permitted visitors entering the workplace, the screener must also record the name, time and date of entry. These records must be maintained for 28 days.

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
The screener must also ensure that the workers and patrons entering the facility are wearing a face covering that covers their nose and mouth, and that they follow all other public health guidelines, including physical distancing and disinfecting hands before entry.

For greater clarity, in certain commercial operations, it may be suitable for a single worker behind a counter to actively greet patrons, contractors and authorized visitors, and ensure all other public health requirements are met before any person may proceed beyond the initial screening point. If control measures to respect capacity limits as outlined in the operational plan are required, additional resources may be necessary to manage this.

For more information on active screening, read WorkSafeNB’s guide Embracing-the-New-Normal.

Remember to visit Government of New Brunswick – Coronavirus regularly for the most up-to-date and accurate information on COVID-19.

(information as of January 29, 2021)

Cleaning

1. How should our cleaning staff be protecting themselves against COVID-19 and how can they ensure they are properly disinfecting workstations?

WorkSafeNB recommends following specific guidelines developed by Health Canada for Hard-surface disinfectants for use against coronavirus (COVID-19), including:

- use the right disinfectant product
- follow the directions on the label and consult with the supplier data sheet (SDS) if available
- ensure employees have been instructed and trained on the safe use of the product
- If the supplier requires personal protective equipment (PPE) such as gloves and goggles, the employee should be trained in how to use and the proper removal to prevent cross-contamination.

For high-touch surfaces such as door handles and phones, Health Canada recommends cleaning these often with either:

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• regular household cleaners or
• diluted household bleach (sodium hypochlorite (5.25%)) (diluted bleach prepared in a ratio of 1 teaspoon (5 mL) per cup (250 mL) OR 4 teaspoons (20 mL) per litre (1000mL)).

Health Canada has approved several hard-surface disinfectants for use against COVID-19.

(information as of April 17, 2020)

First aid

1. Can I complete the entire first aid course virtually with a First Aid Training Provider approved by WorkSafeNB?

No. Some of the content in the required first aid course modules must be delivered in a classroom setting. For example, the module on Cardio-Pulmonary Resuscitation and choking requires the participant be able to perform correct artificial respiration and chest compression methods on adult casualties with different injuries or illnesses such as cardiac arrest and choking emergencies. Furthermore, adult learning principles indicate that instruction is most effective when the participant gets hands-on experience, repetition and practice. Coaching (observation and correction) by the instructor ensures that the participant can correctly apply the lifesaving techniques.

WorkSafeNB has approved first aid training providers who offer blended learning (combination of computer based and practical training) to re-certify designated first aid providers. The in-class portion must continue to be performed in-class.

Please note that currently:

• Students cannot practise on each other or another person during the classroom portion
• First time certification of new first aid providers can be obtained through blended learning.

(information as of July 10, 2020)

2. My first aid certificate has not expired, but my First Aid Training Provider is not delivering in-class yearly refreshers at this time. What should I do?

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
Subsection 8(7) of Regulation 2004-130 - First Aid Regulation requires that a designated first aid provider receive six hours of practice on first aid skills each year during the period they hold a valid certificate. The intent of this provision is to ensure that first aid providers maintain their skills during the three-year certification period.

Please review the legislative interpretation that explains how to accomplish this. During the pandemic, because of physical distancing restrictions, the six hours of practice can be 6 hours of first aid virtual refresher training, (with or without instructors) provided that the training is delivered by an approved first aid training agency

(information as of July 10, 2020)

Well-being

1. Should I go to work if I feel sick?

Do not go to work if you are experiencing flu-like symptoms such as a fever, coughing, and a general feeling of being unwell. Please note that COVID-19 symptoms vary between individuals and for some, symptoms are mild whereas they may be more severe for others. If your symptoms are consistent with COVID-19 symptoms (please refer to the Government of New Brunswick's assessment tool) to assess their status and determine next steps.

(information as of May 1, 2020)

2. How do I help employees cope with stress during the COVID-19 outbreak?

Employees in the workplace may be affected by the anxiety and uncertainty created by the COVID-19 situation. It’s important to remember that mental health is just as important as physical health, and to take measures to support mental well-being.

Everyone reacts differently in stressful situations. It is normal to feel sad, anxious, confused, scared or even angry during a crisis and these feelings will change over time.

We encourage you to share tools to help employees cope with their feelings. The Canadian Mental Health Association and many Employee Assistance Programs offer toolkits and resources that can help.

Here are some resources that can help with maintaining mental health in the workplace during this time.

- WorkSafeNB - Managing anxiety and worry during COVID-19

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
• **Mental Health Commission of Canada**: Has a "resource hub" dedicated to COVID-19.
• **Mental Health and Psychosocial Considerations During COVID-19 Outbreak** (World Health Organization) – These mental health considerations were developed by the WHO’s Department of Mental Health and Substance Use as messages targeting different groups to support for mental and psychosocial well-being during COVID-19 outbreak.
• **COVID-19 and Mental Health** (Canadian Mental Health Association) – Tips and information on how to reduce and manage anxiety in the workplace due to the COVID-19 outbreak.

(information as of April 17, 2020)

**Working from home**

1. **My employer has directed me to work from home. Do you have any suggestions?**

   As workplaces try to prevent the spread of COVID-19, employees may find themselves working from home. While working from home has clear advantages, it’s important to remember that new workspaces can pose concerns. Where you work and how your work is important to your health and safety. That’s why WorkSafeNB developed a tool to help. Visit [Working safely from home as we navigate COVID-19](#) for more information.

   It is also important that if you feel discomfort in your home setup, address it as soon as possible. Check out our education material on the topic, [Office Ergonomics– Guidelines for Preventing Musculoskeletal Injuries](#). For more information, please call 1-800-999-9775 and ask to speak to a WorkSafeNB ergonomist.

   (information as of July 10, 2020)

**Personal Protective Equipment**

1. **We are having trouble getting N95 respirators to do our work. Is it possible to use alternative respirators that are not NIOSH approved?**

   With a potential shortage of NIOSH approved N95 particulate respirators, a review of the General Regulations, 91-191 and the cited standard for respiratory protection CSA Z94.4-93 was completed. The CSA standard is not restrictive to NIOSH performance standard and therefore other product classification may be adopted. Based on Centers for Disease

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Control and Prevention and 3M’s evaluation of alternative respirators, WorkSafeNB deems the following as equivalent respirators:

- KN95 from China;
- P2, P3 from Australia;
- PFF2, PFF3 from Brazil and Europe;
- DS/DL2, DS/DL3 from Japan;
- Special, 1st class from Korea; and
- N95 from Mexico.

It is important to note that a fit-test is still required for each of these respirators and they should not be used unless the employee has passed the fit-test. For more information on regulatory requirements for respirators visit the respirator topic page on the OHS App Guide.

Please note: The NB Chief Medical Officer does not recommend the use of surgical masks or N95 respirators as protection from COVID-19 by people outside the health care sector who have no symptoms of respiratory infection (unless under isolation precautions as directed by Public Health). It is NOT necessary to wear an N95 respirator or a surgical mask if you are well and not exhibiting any symptoms. Improperly worn, they may actually increase your risk of infection. Surgical masks and N95 respirators are urgently needed for our health care workers.

For Healthcare:

Health Canada, the regulator for medical devices in Canada, accepts the NIOSH certification as an appropriate quality standard for N95 masks used by health care providers. Health Canada states that equivalent alternate standards are also acceptable.

It is recommended that you consult with Health Canada for their opinion on the list of equivalent respirators provided by the Centers for Disease Control and Prevention.

Learn more: Centers for Disease Control; 3M Science Applied to Life™

(information as of May 13, 2020)

2. **Personal Protective Equipment (PPE) needs for cleaning staff of medical clinics. Do the cleaners need to don further PPE beyond gloves in this setting?**

Following discharge of patients with suspect or confirmed COVID-19 the room must be cleaned using PPE which includes:

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
• Surgical or Procedural mask
• Gloves
• Eye protection (goggles or face shield)

(information as of May 13, 2020)

3. Do we need to get employees fit tested to use an N95 respirator? If so, how can we get them fit tested as quickly as possible? Can we do the fit testing internally?

It is necessary to have the employees fit tested before they are required to use a respirator, including a disposable N95 respirator. Fit testing helps ensure a proper seal so that air breathed in is adequately filtered. It is essential to explore different brands and sizes to achieve the proper fit. Any facial hair that is in contact with the respirator will prevent a proper seal from being achieved. Therefore, it is necessary to be clean shaven where the respirator seal is to stick to the skin.

Fit testing can be conducted internally if there is a competent person trained in your workplace to do so and you have the equipment required to conduct the tests. There are two types of fit testing: qualitative and quantitative. The qualitative test relies on the user’s sense of taste or smell, or reaction to an irritant to detect a leakage. Quantitative test measures the actual amount of leakage into the facepiece.

Learn more about fit testing and other requirements of a code of practice for respiratory protection.

(information as of July 10, 2020)

4. Can we use face shields instead of community masks when maintaining two-metres of physical distancing is not possible?

The use of face masks is mandatory in all indoor public spaces in New Brunswick. Indoor public spaces include workplaces where employees interact with patrons, customers, clients or the general public. Face masks are also mandatory in common areas of all workplaces, such as hallways, washrooms, stairways and elevators. The following guidance applies to non-common areas of workplaces into which the public is not admitted:

If employees in the workplace cannot maintain at least two-metres distance, all applicable requirements in the Embracing the new normal guide must be addressed in the employer’s operational plan and meet compliance standards. This includes (where possible) the installation of physical barriers. If physical barriers are not possible, workers must wear face masks. Face masks may be composed of paper or cloth, must be at least

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two layers thick, cover one’s nose and mouth and fit snug against the sides of one’s face and under the chin. Face gaiters, scarfs, and bandanas cannot be used instead of a face mask as they are not as effective at preventing the transmission of viruses. Additional requirements include active screening, an employee and visitor log, and enhanced hygiene and cleaning practices.

Public Health states, the purpose of face masks is to protect the people around the user. Face shields are designed to protect the user. Therefore, shields should not be used as a substitute to face masks unless a mask introduces a hazard to the worker. This must be demonstrated by a risk assessment and be part of the employer’s COVID-19 operational plan. One example where face masks must be worn are those occupations that deal directly with the public. For example, servers in a restaurant setting would not be allowed to wear a face shield. Whereas, if there exists a heat stress hazard to kitchen staff due to the hot work environment in the same restaurant, kitchen staff would benefit from wearing a face shield for their own protection.

If a face shield must be used it should extend below the chin and to the ears and there should be no exposed gap between the forehead and the shield’s headpiece. For added protection, it is possible to wear a face shield over a face mask.

Other examples of when a mask can introduce a hazard are highly flammable environments or corrosive environments, extreme wet, hot and cold environments, etc.

Please note that the Canadian Lung Association, the Canadian Thoracic Society, and Asthma Canada all support public health recommendations on mask use. There is no evidence that wearing a face mask will aggravate an underlying condition. If an individual experiences challenges with wearing a mask, it is recommended that they be advised to develop strategies to address these challenges and to look for different types and styles of face masks that they may find more comfortable.

For information on wearing face masks, please consult the Government of New Brunswick’s website.

Please also note that this guidance applies to workplaces in the yellow phase. Should your workplace operate in a zone under a different phase, additional requirements might apply.

For healthcare workers:

- Use of a face shield is an added protective measure when working within two-metres of others to help reduce exposure to a splash, spray, or droplets from those who may be infected.
- Face shields can substantially reduce the short-term exposure to large infectious aerosol particles, but smaller particles can remain airborne longer and flow around the face shield more easily to be inhaled.
- Potential disadvantages of wearing face shields continuously include the potential for self-contamination, altered clarity of vision, or discomfort.
Privacy

1. When screening employees for symptoms of COVID-19 as they come into work, how can we ensure that their temperature is taken accurately? Are there privacy concerns? Does the employee have the right to refuse to have their temperature taken?

Employees must give informed and voluntary consent before an employer can take and record their temperature.

To help ensure that their temperature is taken accurately, consider asking a trained medical professional to take temperatures if one is available on site. The medical professional may also train others to take temperatures. The training should be documented.

If there are no trained medical professionals on site, the employer should designate one or more management-level personnel to take temperatures. This individual should review the directions to use the thermometer or scanning equipment to ensure proper use. That individual should also be trained, and the training process should be documented.

If the temperature is being recorded, employees may also be concerned about the privacy of this data. Only record the information that is necessary. The information collected when taking the temperature must be kept confidential and in a secure location. Access to the information should be limited to those who need the information to make decisions. Employees should be informed that employers may need to disclose the information to Public Health, if the employee’s temperature is above 38°C. Employees should also be informed of the process to access their records. It is best to keep a digital copy of the data with secured access. The information should be destroyed once the outbreak is over. Communicate the steps taken to keep the data private with employees.

Despite these efforts, an employee may refuse to have their temperature taken. Though the employee has this right, the employer must ensure that they are taking every reasonable precaution to ensure the health and safety of all employees in the workplace. The employee should be informed that if they refuse to have their temperature taken, the
employer can refuse their entry into the workplace. The employer would not be obligated to pay an employee after such a refusal.

(information as of May 8, 2020)

Border issues

1. **One or more of my workers will have to cross the provincial boundary into New Brunswick from another Canadian province or territory. Will they have to self-isolate for 14 days?**

Yes, workers entering New Brunswick are required to self-isolate for 14 days before beginning work. New restrictions on travel into the province were implemented to protect New Brunswickers from COVID-19 and its variants. Businesses are expected to conduct work virtually, through other means, or delay to the extent possible.

There are certain, limited exemptions to this requirement. An exemption may be considered in situations where 14-day period of self-isolation would create:

- an immediate or imminent risk to the health and safety of New Brunswickers;
- an immediate or imminent risk to critical services or critical supply chains necessary for the daily lives of New Brunswickers or the lives of those in another jurisdiction; and/or
- severe, irreparable economic harm, such as immediate or imminent job loss, company shutdown, or pose an immediate or imminent risk to New Brunswick’s economy.

New Brunswick businesses that require the worker(s) to enter or re-enter the province must apply for eligibility for exemption prior to the travel date, by completing the [eligibility questionnaire](#). Upon completing a review of the request, WorkSafeNB will advise whether the work meets the criteria for exemption, and subsequent steps for approval.

All workers travelling with an approved exemption are subject to testing and isolation requirements that must be approved by WorkSafeNB before travel. The New Brunswick business must have a WorkSafeNB compliant [operational plan](#).

(information as of February 18, 2021)

2. **I am a New Brunswick-based worker but sometimes I need to travel outside the province for work. When I return to New Brunswick, will I be able to continue working or will I have to self-isolate for 14 days?**

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
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For more information on self-isolation, please visit the Government of New Brunswick’s travel information webpage.

(information as of March 3, 2021)

4. I am a New Brunswick-based worker but sometimes I need to travel outside of Canada for work. When I return to New Brunswick, will I be able to continue working or will I be required to self-isolate for 14 days?

If you have been outside of Canada, you must complete self-isolation for 14 days as stipulated by the Federal Quarantine Act. For more information on entry into Canada and Canada-U.S. border restrictions, visit the Government of Canada or call 1 800 461-9999.

Please note every person who enters New Brunswick must self-isolate for 14 days in accordance with the guidelines of the Chief Medical Officer of Health upon entry to New Brunswick even if they are exempted from quarantine normally required by the Government of Canada.

(information as of February 22, 2021)

5. I am a New Brunswick-based employer but would like to employ workers from outside of Canada. How can I bring these workers into the province?

Workers entering from another country must complete self-isolation for 14 days as stipulated by the Federal Quarantine Act. However, there are certain exemptions to this self-isolation requirement, depending on the work being done. For more information on entry into Canada and Canada-U.S. border restrictions, visit the Government of Canada webpage or call 1 800 461-9999.

Important Note: If your workers are found to be exempt from self-isolation under the Federal Quarantine Act, you still need to comply with the provincial entry and self-isolation requirements as described above.

(information as of February 22, 2021)

6. What is work self-isolation?

Work self-isolation means:

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• You travel to your place of work located outside New Brunswick without making any additional stops along the way or on your return home;
• At work, you avoid meeting spaces and lunch rooms;
• You wear a mask in indoor public spaces;
• You wear a mask in outdoor public spaces, even if you are able to maintain physical distancing;
• When you are home in New Brunswick, you limit contacts to a single-household bubble, with no visitors in your home or outside of your home with people outside your household bubble;
• You are vigilant in self-monitoring for symptoms and getting tested and self-isolating as soon as possible should symptoms develop;
• You wash your hands or use sanitizer frequently;
• You maintain a two-metre distance from others;
• You avoid gatherings and social events.

If you are work-isolating and not living in your residence, you must stay in your place of accommodation (hotel, lodging, etc.) when not working and must arrange to have food delivered.

(information as of February 22, 2021)

Safety measures for out-of-province workers

The following questions pertain to workers entering New Brunswick for work purposes from outside New Brunswick. Isolation elements of the COVID-19 operational plan must be submitted and approved by WorkSafeNB before the workers enter the province.

1. **Can out-of-province workers share accommodations while staying in New Brunswick?**

   Out-of-province workers must continue to maintain a two-metre distance from each other and other New Brunswickers outside of work hours.

   Workers entering New Brunswick from an international destination cannot share accommodations, washrooms or eating facilities and must isolate alone outside of work hours.

   Workers entering New Brunswick from another Canadian province or territory must limit occupancy to one worker per room, with dedicated washroom and cooking facilities unless adequate justification for shared accommodations is provided. Meals can be obtained through non-contact delivery if there are no cooking facilities available. The workers can not access other common areas of the accommodation.

   Under exceptional circumstances WorkSafeNB considers approving the sharing of washrooms and common areas only if cleaning and sanitizing procedures are followed.

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
After use of a common area, it must be sanitized with one of the hard-surface disinfectants for use against COVID-19 approved by Health Canada.

(information as of January 19, 2021)

2. **Where can out-of-province worker stay? What precautions must they take?**

Out-of-province workers may stay at hotels, motels, rented houses, campers, etc. The accommodations must limit occupancy to one worker per room, with dedicated washroom and cooking facilities. Only under exceptional circumstances will shared accommodations be permitted. Meals can be obtained through non-contact delivery if there are no cooking facilities available. The workers cannot access other common areas of the accommodation.

Workers must make reservations in advance and check in must be contactless. They must not use common areas, such as a breakfast area or fitness room, where other guests may be present.

(information as of October 23, 2020)

3. **How can out-of-province workers get meals and other necessities when working in New Brunswick?**

Out-of-province workers are not permitted to enter stores, restaurants, or use drive-thrus for their first 14 days in New Brunswick. Out-of-province workers must get food and other necessities using a non-contact method. Contactless methods include:

- Order meals and have them delivered to their place of work and/or accommodations.
- Order meals, groceries or other items and arrange for curbside pick-up.

Arrangements must also be in place to identify a designated contact person in New Brunswick in case unanticipated, necessary goods need to be delivered to the place of work and/or accommodations.

(information as of October 23, 2020)

4. **I intend to employ an out-of-province worker. How can I ensure their supervision after hours?**

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
The isolation plan must include details about the measures taken to ensure off-duty workers remain in isolation and are not congregating. The supervision of off-duty workers must be random, daily and in-person. It must be documented. Methods such as virtual communication (i.e., video/phone calls) or GPS are not acceptable.

Supervision must continue during weekends and holidays during the first 14 days in the province.

Failure to implement and follow the approved isolation plan, including off-duty isolation, can result in orders to suspend business operations, suspension of approved isolation plans, financial penalties and possible prosecution. Occupational health and safety officers or Public Safety officers may visit the workplace and off-duty location to verify compliance or to investigate complaints or concerns.

(information as of February 18, 2021)

5. **Our organization is based outside New Brunswick. One of our workers will be entering New Brunswick and will be the only worker from our company in the province. How do we implement the required active screening?**

The NB business bringing your worker in should assume responsibility for the active screening by assigning designated individual on site at the beginning of the out-of-province worker’s shift. COVID-19 screening questions may be asked by a New Brunswick worker who is at the same workplace as the out-of-province worker. Alternatively, the questions related to COVID-19 symptoms may be asked by phone by a designated individual at the company outside of New Brunswick. Active screening can also be done using an electronic system that prompts the worker to respond to the screening questions while the system records the answers.

Some organizations choose to add non-contact temperature checks to their active screening protocols. If temperature checks are utilized, the employer must ensure that the equipment is used according to the manufacturer’s instructions, that any protocols for use, cleaning, calibration, etc. are followed, and that users are trained on the requirements.

(information as of February 18, 2021)

6. **What requirements must out-of-province workers follow when travelling to and from work?**

Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses provided will be updated as new information becomes available. Last updated on March 3, 2021.
Ideally, out-of-province workers will travel in a vehicle alone. If necessary, an out-of-province worker may travel with others if they respect the guidelines for wearing face masks, good hygiene and cleaning and disinfection as outlined in the FAQ on travelling together for work.

If renting a vehicle, the rental pickup must be contactless. High-touch points must be cleaned and sanitized. Out-of-province workers must pay for fuel without contact. They may not enter the gas station.  

(information as of October 23, 2020)

7. **What are the safety requirements for washroom use for out-of-province workers?**

Ideally, the out-of-province worker will have access to their own dedicated washroom at work. If this is not possible, ensure that only one person enters the washroom at a time. The washroom should be sanitized after each use by the out-of-province worker. As much as possible, the out-of-province worker must avoid using public washrooms. If they must use a public washroom, they must wear a mask, abide by all hygiene requirements, and sanitize common touch surfaces after use. Proper hand hygiene is critical for all employees.

(information as of October 23, 2020)

8. **Are out-of-province workers permitted to enter a laundromat to do their laundry?**

No, they cannot enter laundromats. They must arrange drop-off and pick-up of their laundry without contact. Many hotels offer laundry service, which is acceptable, or laundry may be co-ordinated by the designated contact person in New Brunswick.

(information as of October 23, 2020)

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