



RESOURCES

COVID-19

# ONTARIO BACK TO BUSINESS KIT

## IN THIS KIT, YOU'LL FIND:

- Best practices
- FAQ
- Templates
- Posters
- *And much more!*



**CFIB**

CANADIAN FEDERATION  
OF INDEPENDENT BUSINESS

*In business for your business™*

# 6 WAYS CFIB can help you get back to business!

CFIB has a proven track record of helping members through difficult times like floods and fires—we are committed to doing the same during the COVID-19 pandemic and as businesses get back to business. Your health, your employees' health, and your business's health are our #1 priority.

As provinces reopen their economies, we've put together information and tools to help you to get back to business.

## 1. FIGHTING FOR MORE GOVERNMENT SUPPORT

We're pushing governments to provide more relief measures for small businesses during the COVID-19 outbreak and as businesses reopen.

We will continue to ask governments to:

- Expand the qualifying criteria for many small businesses that have fallen between the cracks of government programs.
- Monitor CECRA, the rent/mortgage relief program for SMEs, to ensure fairness and participation.
- Extend current program timelines to ensure businesses have the support they need for as long as they need it.
- Introduce additional support measures to help SMEs through the recovery period.

See the most recent measures governments have put in place to support small business at [cfib.ca/covid19#govt](https://cfib.ca/covid19#govt).



**CFIB.CA/COVIDPETITION**



As we push governments to support businesses, make your voice heard: sign our petition at [cfib.ca/covidpetition](https://cfib.ca/covidpetition).

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[Tools & Resources](#)
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### Pandemic Petition: join small businesses fighting for more relief

We know your business needs more help from government if it's going to survive the COVID-19 pandemic. Sign the following petition to amplify your voice and help ensure policy makers know exactly what your business needs.

[Home](#) > COVID-19 2020 Petition

My business needs urgent help to survive COVID-19!

Canadian small businesses like mine are facing their biggest challenge in our lifetimes as a result of the COVID-19 pandemic. Many firms will not survive without significant support to help pay staff and cover fixed costs like rent.

## 2. BEST PRACTICES FOR GETTING BACK TO WORK

As provinces reopen sectors of their economies, it is important you ensure that you follow best practices for health and safety to keep your workplace clean and your employees and customers safe.

Some provinces may have stricter requirements than the guidelines below.

CONTACT OUR  
BUSINESS HELPLINE  
TO LEARN MORE



1-888-234-2232  
CFIB@CFIB.CA

### BUSINESS OPERATION RECOMMENDATIONS

#### BUSINESS

- ☐ Keep informed of the provincial government announcements as to when your business can open.
- ☐ Ensure your business continues to follow regular employment standards and occupational health and safety compliance rules; please refer to your CFIB compliance checklist (in the appendix of this kit).
- ☐ Before returning to work, walk through your business to inspect/assess areas of risk of transmission in the workplace. This may require speaking to your Public Health authority.
- ☐ Consider changes to employee schedules to reduce the risk of transmission in the workplace such as allowing employees to work from home or creating a rotating schedule to avoid having all employees back at the same time.
- ☐ Assess business tasks to determine if you can minimize or eliminate ones that are not essential.
- ☐ Keep employee contact information updated regularly.
- ☐ Document your financial transactions, employee pay/attendance and all deferral/payment agreements.
- ☐ Understand symptoms: although there are a range of symptoms, the common signs are fever, cough, difficulty breathing and fatigue.
- ☐ Create a process on how customers will pick up orders/how orders will be delivered.
- ☐ Improve air circulation in the workplace.



## 2. BEST PRACTICES FOR GETTING BACK TO WORK CONT'D

### BUSINESS OPERATION RECOMMENDATIONS CONT'D

#### CUSTOMERS

- ☐ If you are able, provide additional options for customer purchases, such as online or telephone ordering, delivery or curbside pickup.
- ☐ Consider cash-alternatives for collecting payments such as debit, credit and e-transfer.
- ☐ Mark physical distancing on the floor or assign staff to ensure physical distancing of 2 meters (6 feet).
- ☐ Minimize the number of people in the workplace.
- ☐ Restrict customer use of re-usable bags or containers.
- ☐ Post signage for best hygiene practices around the store or at the cash register.
- ☐ Communicate with your customers regularly to let them know what you are up to.
- ☐ Think about social media platforms that you can join to grow your customer base.



## 2. BEST PRACTICES FOR GETTING BACK TO WORK CONT'D

### BUSINESS OPERATION RECOMMENDATIONS CONT'D

#### EMPLOYEES

- ☐ Plan which protective measures you will implement and communicate them to your employees. Encourage your employees to provide feedback on the measures to help determine the impact on their operations.
- ☐ Consider what technological changes can be made in the workplace such as a project management software or a time tracking software.
- ☐ Provide business updates to your employees 2 times a week to keep them posted on the ever-changing situation.
- ☐ Consider the methods of communication available to you and your employees and evaluate if they meet your needs.
- ☐ Educate your employees on the new policies put into place to reduce risk of transmission and contamination in the workplace.
- ☐ Ensure you follow the health and safety representative and committee guidelines, as per your provincial government requirements.
- ☐ Ensure you have hand sanitizer, soap and paper towel available, especially for employees that have in-person contact with customers.
- ☐ If your employees have any health-related concerns or recommendations, they should be encouraged to speak to their supervisor, and/or health and safety rep/committee.
- ☐ Remind employees of good hygiene practices such as hand washing and not touching their face.
- ☐ Mandate physical distancing of 2 meters (6 feet) during breaks or workplace interactions wherever possible.
- ☐ Limit in-person staff or external meetings as much as possible. Consider online and phone calls as alternatives.
- ☐ Consider installing barriers between employees and customers, such as plexi-glass or wearable employee reminder signs to physical distance.
- ☐ Train your employees on how to keep workstations clean and disinfect equipment. Areas with high traffic, such as cash registers, should be disinfected frequently throughout the day.
- ☐ Sanitize communal spaces like washrooms, entrances and counters that are frequently used.
- ☐ If you are able, provide a phone sanitizing station or cleaning wipes for this purpose.
- ☐ Postpone visits that are not essential to your business operations.
- ☐ If you are using personal protective equipment (masks, face shields, etc.), train your employees on how to use it properly.

### 3. ANSWERS TO YOUR QUESTIONS

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*How do I recall my employees back to work?*

*What if they refuse to come back?*

*What compliance issues and provincial standards do I need to follow as I reopen my business?*

Every province has its own legislative requirements and recommendations that must be followed when reopening businesses, otherwise you could be fined. Not knowing could cost you!

We created a special Ontario FAQ for everything you need to know when it comes to reopening your business.



**READ ONTARIO REOPENING FAQ**

#### ONLINE COVID-19 FAQs

We are continuing to provide comprehensive answers to all your COVID-19 questions based on the latest information. Use our general FAQ to find information on:

- Government relief measures
- Your rights and obligations as an employer
- Which businesses have been deemed essential and non-essential
- Your employees' rights
- Prevention measures



Visit [cfib.ca/covid19](https://cfib.ca/covid19) for the full list of questions and answers.

**CONTACT OUR BUSINESS HELPLINE  
FOR MORE ANSWERS TO YOUR QUESTIONS**



**1-888-234-2232  
CFIB@CFIB.CA**

## 4. TEMPLATES THAT HELP GET YOUR BUSINESS BACK ON TRACK

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Download our customizable templates to easily put policies in place that keep your employees, customers and business safe.

### OUR TEMPLATES INCLUDE:

#### ***Ontario COVID-19 Operational Plan***

While Ontario does not require an operational plan, putting COVID-19 health and safety protocols and practices in place will help keep your business safe. We've put together an operational plan that will help you keep track of everything in one place.



**DOWNLOAD YOUR PROVINCIAL  
OPERATIONAL PLAN TEMPLATE**

#### ***Calling your employees back to work letter***

As you prepare to reopen your business, recalling any staff from layoff will be your top priority. Use this template to let your employees know how they will come back to work.

#### ***"We're open" poster***

Show your customers that your business is open and invite them to follow health guidelines. Find a copy of this poster in your kit.

#### ***CECRA request letters***

Invite your landlord or renter to participate in the Canada Emergency Commercial Rental Assistance Program.

#### ***Notice to visitors***

If you welcome visitors in your business, you might want to remind them to follow the safety measures you've put in place. This sign can help you communicate your expectations clearly and stop unsafe behaviour at the door.

#### ***Emergency preparedness***

Emergencies can happen at any time. Our five-step checklist will help you identify risks to your business and make an emergency plan to deal with them—including the coronavirus pandemic.

#### ***Sick policy***

Having an attendance or sick policy is a best practice at any time. It lets your employees know their rights and responsibilities regarding time off for sickness, reducing confusion and frustration.



Download all our templates at  
[cfib.ca/covidtemplates](https://cfib.ca/covidtemplates).



## 5. OUR BUSINESS HELPLINE— REAL PEOPLE, REAL ANSWERS

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Speak with an expert about interpreting both the required and recommended steps to reopen your business. Make sure you're compliant to avoid a fine!

For example:

- *Every province has its own health and safety requirements which govern various sectors and industries. Be prepared to implement these as you reopen your business.*
- *The Federal government introduced many relief programs to help SMEs. Which program(s) is your business eligible for?*
- *Many provincial governments have initiated relief measures aimed at helping businesses defer taxes and reduce operating costs. Which ones are available to your business?*

With counsellors in every province, the answers are a quick phone call away!

### OUR BUSINESS COUNSELLORS CAN HELP!

Since the COVID-19 crisis began, we have answered more than 20,000 calls from business owners looking for help with HR and access or advice on the federal and provincial programs designed to help.

**CONTACT OUR BUSINESS HELPLINE  
FOR MORE ANSWERS TO YOUR QUESTIONS**



**1-888-234-2232  
CFIB@CFIB.CA**



## 6. GOOD PROTECTION IS GOOD BUSINESS

### LOOKING TO BUY OR SELL PERSONAL PROTECTIVE EQUIPMENT? JOIN OUR “PPES FOR SMES” GROUP

As governments start to lift restrictions and reopen the economy, access to personal protective equipment (PPE) is one of independent business owners' top concerns, according to our members.

To help you reopen your business safely, we built a Facebook group to connect you directly with other businesses looking to buy or sell PPE.

#### FOR BUYERS

You can see all the offers from providers and contact the one that suits your needs.

#### FOR SELLERS

Post your offer using our clear, easy-to-use template to ensure buyers can both find you and contact you.

#### Don't have a Facebook account?

You can set one up in less than a minute using any email address or mobile phone number.

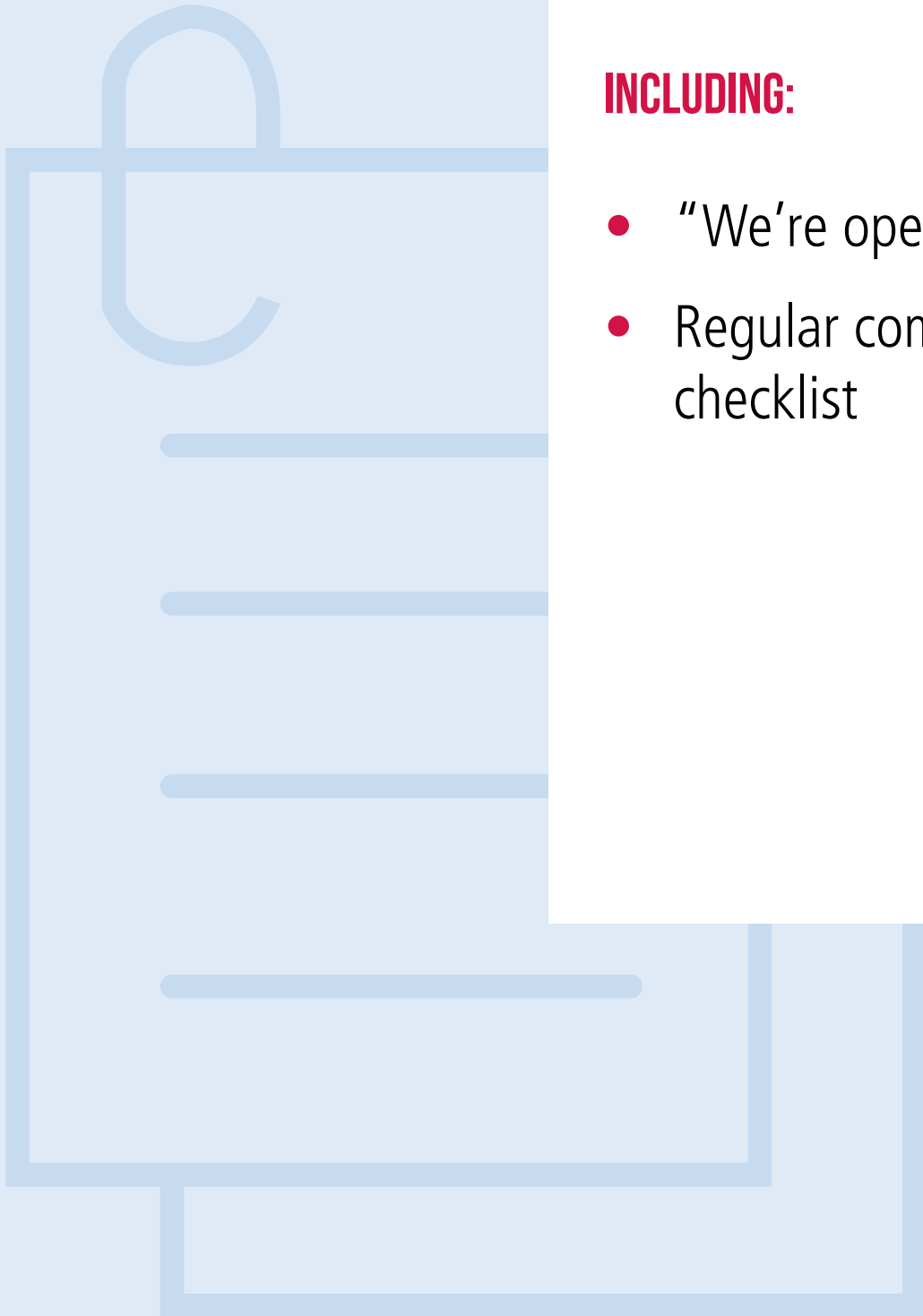
Alternatively, you can email us at [ppe@cfib.ca](mailto:ppe@cfib.ca) for support.



Some provinces are also making information about accessing PPE available. Visit [cfib.ca/covid19#ppe](https://cfib.ca/covid19#ppe) to learn more.

# APPENDIX

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## INCLUDING:

- “We’re open” poster
- Regular compliance checklist

# COME IN, WE ARE



## WELCOME BACK!

Your health and safety is our #1 priority.

We're committed to:

- Cleaning and disinfecting surfaces in high traffic areas regularly.
- Frequent handwashing for employees.
- Offering contactless debit/credit.
- Following provincial guidelines.



## OUR NEW HOURS:

Thanks for dropping by! If we're at capacity, try visiting us online or give us a call to arrange pickup or delivery



**VISIT US ONLINE** at

OR **CALL US AT**



## HELP US KEEP OUR BUSINESS SAFE.

Stay 2m apart from other customers and cough into your elbow.

*Join us in creating a COVID-19 free community!*

PROVIDED BY

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CANADIAN FEDERATION  
OF INDEPENDENT BUSINESS.

# IS YOUR BUSINESS IN COMPLIANCE?

**Are you aware that your business is legally required to take these steps in the workplace?**

- |                          |   |                          |  |
|--------------------------|---|--------------------------|--|
| <input type="checkbox"/> | Provide employees with a digital copy of the most recent version of the <i>Employment Standards</i> in Ontario poster within 30 days                                    | <input type="checkbox"/> | Elect a Health and Safety representative (6-19 employees) or a Joint Committee (20+ employees)   |
| <input type="checkbox"/> | Post no smoking/no vaping signs at each entrance, exit, washroom and in company vehicles  | <input type="checkbox"/> | Post the WSIB's <i>In Case of Injury or Illness at Work</i> poster if you are required to register with the WSIB   |
| <input type="checkbox"/> | Post the <i>Health &amp; Safety at Work - Prevention Starts Here</i> poster   | <input type="checkbox"/> | Set up a First Aid station with a fully-stocked First Aid Kit maintained at all times by a nearby First Aid-certified worker                               |
| <input type="checkbox"/> | Post the <i>Occupational Health and Safety Act</i>  | <input type="checkbox"/> | Train workers and supervisors in basic occupational health and safety awareness  |
| <input type="checkbox"/> | Develop and post an <i>Occupational Health and Safety Policy</i> to be reviewed at least annually and develop/maintain a program to implement the policy (6+ employees) | <input type="checkbox"/> | Create accessibility policies, train employees and take other actions to meet accessibility requirements   |
| <input type="checkbox"/> | Prepare and post a <i>Workplace Violence Policy</i> to be reviewed at least annually and develop/maintain a program to implement the policy (6+ employees)              | <input type="checkbox"/> | Follow the 10-principle code for the protection of personal information under Canada's <i>Personal Information Protection and Electronic Documents Act</i> |
| <input type="checkbox"/> | Prepare and post a <i>Workplace Harassment Policy</i> to be reviewed at least annually and develop/maintain a program to implement the policy (6+ employees)            |                          |  |

## RECOMMENDED ACTION IN THE WORKPLACE

Create a policy to deal with potential workplace challenges due to the legalization of recreational cannabis. Contact CFIB for our Drugs, Alcohol and Medication Policy template today!

## NEED HELP INTEGRATING NEW EMPLOYEES?

Ask about our employee handbook!

## Not being in compliance could cost you!

Missing items from the compliance checklist could come with a big price tag for your business.

INFRACTION	ONTARIO SET FINE*
Not sending the Employment Standards Act poster to all employees	\$295.00
Missing No Smoking/No Vaping signage	\$300.00 (up to \$5,000 for first offence)
Missing Health and Safety Poster	No set fine**
Failing to post the Occupational Health and Safety Act (Greenbook)	No set fine**
Failing to have a Workplace Violence Policy	\$550.00
Failing to have a Workplace Harassment Policy	\$550.00
Failing to have a Health and Safety representative and/or joint committee	\$550.00
Missing WSIB poster	No set fine**
Missing First Aid Kit	No set fine**
Failing to have an Accessibility Policy	\$500.00 (up to \$2000 for first offence)
Failing to comply with personal information protection standards	Up to \$100,000

\*Ontario set fines per the Ontario Court of Justice as of January 2020

\*\*Not having a set fine means penalties are determined on a case-by-case basis.



### Protect your business!

Contact our business counsellors today to review the checklist!

**1-888-234-2232** or **MS.Ontario@cfib.ca**

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# NO SMOKING



# NO VAPING

**(e-cigarettes)**



Ontario



# Health & Safety at Work

## Prevention Starts Here

*Ontario's Occupational Health and Safety Act gives workers rights. It sets out roles for employers, supervisors and workers so they can work together to make workplaces safer.*

### Improve Health and Safety:

- **Find out** about your Joint Health and Safety Committee or Health and Safety Representative.
- **Talk** to your employer, supervisor, workers, joint health and safety committee or health and safety representative about health and safety concerns.

### Call the Ministry of Labour at 1-877-202-0008

Report critical injuries, fatalities,  
work refusals anytime.

Workplace health and safety information,  
weekdays 8:30am – 5:00pm.

Emergency? Always call 911 immediately.

**Find out more:**  
[ontario.ca/healthandsafetyatwork](http://ontario.ca/healthandsafetyatwork)



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Ministry of Labour  
ISBN 978-1-4435-8295-7 (PRINT)  
ISBN 978-1-4435-8296-4 (HTML)  
ISBN 978-1-4435-8297-1 (PDF)

June 2012

### Workers have the right to:

- **Know** about workplace hazards and what to do about them.
- **Participate** in solving workplace health and safety problems.
- **Refuse** work they believe is unsafe.

### Workers must:

- **Follow** the law and workplace health and safety policies and procedures.
- **Wear** and **use** the protective equipment required by their employer.
- **Work** and **act** in a way that won't hurt themselves or anyone else.
- **Report** any hazards or injuries to their supervisor.

***Employers must NOT take action against workers for following the law and raising health and safety concerns.***

### Employers must:

- **Make sure** workers know about hazards and dangers by providing information, instruction and supervision on how to work safely.
- **Make sure** supervisors know what is required to protect workers' health and safety on the job.
- **Create** workplace health and safety policies and procedures.
- **Make sure** everyone follows the law and the workplace health and safety policies and procedures.
- **Make sure** workers wear and use the right protective equipment.
- **Do everything** reasonable in the circumstances to protect workers from being hurt or getting a work-related illness.

### Supervisors must:

- **Tell** workers about hazards and dangers, and respond to their concerns.
- **Show** workers how to work safely, and make sure they follow the law and workplace health and safety policies and procedures.
- **Make sure** workers wear and use the right protective equipment.
- **Do everything** reasonable in the circumstances to protect workers from being hurt or getting a work-related illness.



# Health and Safety Policy

The employer and senior management of \_\_\_\_\_ are vitally interested in the health and safety of its workers. Protection of workers from injury or occupational disease is a major continuing objective.

\_\_\_\_\_ will make every effort to provide a safe, healthy work environment. All employers, supervisors and workers must be dedicated to the continuing objective of reducing risk of injury.

\_\_\_\_\_ as employer, is ultimately responsible for worker health and safety. As president (or owner/operator, chairperson, chief executive officer, etc.) of \_\_\_\_\_, I give you my personal commitment that I will comply with my duties under the Act, such as taking every reasonable precaution for the protection of workers in the workplace.

Supervisors will be held accountable for the health and safety of workers under their supervision. Supervisors are subject to various duties in the workplace, including the duty to ensure that machinery and equipment are safe and that workers work in compliance with established safe work practices and procedures.

Every worker must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the employer. Workers will receive information, training and competent supervision in their specific work tasks to protect their health and safety.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization, from the president to the workers.

Signed: \_\_\_\_\_  
President

More information - [http://www.labour.gov.on.ca/english/hs/pubs/ohsa/ohsag\\_appx\\_a.php](http://www.labour.gov.on.ca/english/hs/pubs/ohsa/ohsag_appx_a.php)

# How to handwash

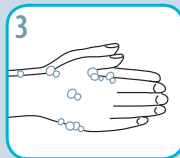
Lather hands for 15 seconds



Wet hands with warm water.



Apply soap.



Lather soap and rub hands palm to palm.



Rub in between and around fingers.

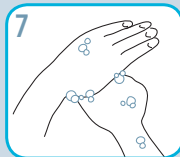
Lather hands for 15 seconds



Rub back of each hand with palm of other hand.



Rub fingertips of each hand in opposite palm.



Rub each thumb clasped in opposite hand.



Rinse thoroughly under running water.



Pat hands dry with paper towel.



Turn off water using paper towel.



Your hands are now safe.



**JUST CLEAN  
YOUR HANDS**

For more information, please contact [handhygiene@oahpp.ca](mailto:handhygiene@oahpp.ca)  
or visit [publichealthontario.ca/JCYH](http://publichealthontario.ca/JCYH)



# Example Workplace Violence Policy

The management of \_\_\_\_\_ (**insert company name**) is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers from workplace violence from all sources. **(The workplace may wish to insert the definition of workplace violence and to list the sources of workplace violence)**

Violent behaviour in the workplace is unacceptable from anyone. This policy applies to **(the workplace may wish to list to whom this policy applies, especially if it applies to persons other than workers, such as visitors, clients, delivery persons, volunteers, etc.)**. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns. **(The workplace may wish to specify and expand upon the components of the workplace violence program here.)**

\_\_\_\_\_, (**insert company name**) as the employer, will ensure that this policy and the supporting program are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace.

Supervisors will adhere to this policy and the supporting program. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information and instruction to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats. **(The workplace may wish to provide more information about how to report incidents, and may wish to emphasize that there will be no negative consequences for reports made in good faith.)**

Management pledges to investigate and deal with all incidents and complaints of workplace violence in a timely and fair manner, respecting the privacy of all concerned as much as possible. **(The workplace may wish to provide more information about how incidents and complaints will be investigated and/or dealt with.)**

Signed: \_\_\_\_\_ President/CEO Date: \_\_\_\_\_

The workplace harassment policy should be consulted whenever there are concerns about harassment in the workplace.

**DISCLAIMER:** The material contained in this Toolbox is for information and reference purposes only and is not intended as legal or professional advice. The adoption of the practices described in this material may not meet all the needs, requirements, or obligations of individual workplaces.

## Example of Workplace Harassment Policy

The management of \_\_\_\_\_ (*insert company name*) is committed to providing a work environment in which all individuals are treated with respect and dignity.

Workplace harassment will not be tolerated from any person in the workplace (*The workplace may wish to list the sources of workplace harassment*). Everyone in the workplace must be dedicated to preventing workplace harassment. Managers, supervisors, and workers are expected to uphold this policy, and will be held accountable by the employer (*If the policy applies to other people in the workplace, they should also be listed*).

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace -- a comment or conduct that is known or ought reasonably to be known to be unwelcome (*The workplace may wish to list examples of unacceptable behaviour*).

Harassment may also relate to a form of discrimination as set out in the Ontario Human Rights Code, but it does not have to (*The workplace may wish to include information about what constitutes discriminatory harassment under Ontario's Human Rights Code*).

This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace (*The workplace may wish to include examples of work functions that would generally not be considered workplace harassment*).

Workers are encouraged to report any incidents of workplace harassment (*The workplace may wish to provide more information about how to report incidents and may wish to emphasize there will be no negative consequences for reports made in good faith*).

Management will investigate and deal with all concerns, complaints, or incidents of workplace harassment in a fair and timely manner while respecting workers' privacy as much as possible (*The workplace may wish to provide more information about how incidents of harassment will be investigated and/or dealt with*).

Nothing in this policy prevents or discourages a worker from filing an application with the Human Rights Tribunal on a matter related to Ontario's Human Rights Code within one year of the last alleged incident. A worker also retains the right to exercise any other legal avenues that may be available.

Signed: \_\_\_\_\_ President / CEO Date: \_\_\_\_\_

## DRUGS, ALCOHOL AND MEDICATION POLICY

### I. Policy Statement

[Insert name of Company] (hereinafter the “**Company**”) is committed to promoting the health, safety and wellness of its employees, contractors and the public. The Company recognizes and accepts the responsibility to provide Workers with a safe, healthy and productive work environment. Workers have the responsibility to report to work capable of performing their tasks productively and safely (i.e., mentally and physically fit to perform assigned tasks). Impairment from Drugs, whether legal or illegal, Alcohol and Medications can have serious adverse impact on the workplace. The Company has established this Policy in order to balance our respect for individuals with the need to maintain an impairment-free work environment.

### II. Application

The present policies applies to all employees, [contractors and subcontractors] (hereinafter collectively referred to as the “**Workers**”). [Please subtract the mention to “contractors” if not applicable]

### III. Responsibilities

All Workers share responsibility for maintaining a safe and productive Alcohol and Drug free workplace.

All Workers are required to perform their job safely and in strict compliance with all applicable rules, policies and procedures. In addition, every Worker is required to:

- Read, understand and fully comply with this Policy. Any questions on policy details, interpretation or implementation are to be referred to [Insert name of responsible person from HR Department or Health and Safety Department]
- Report for work Fit for Duty and remain Fit for Duty while on Company business;
- Immediately advise their supervisor of any worker suspected to be not Fit for Duty;
- Take appropriate action to minimize any safety risk and advise his/her supervisor accordingly;

It is the Manager and/or Supervisor’s responsibility to:

- Observe Worker performance and document any negative changes or problems;
- Not to transfer any Worker responsibility including control of any machinery, equipment or vehicle to a Worker suspected to be not Fit for Duty;
- Guide Workers who seek assistance for a personal problem to the appropriate resource/department (i.e. Human Resources, Employee Assistance Program) while maintaining confidentiality;

## **IV. Company Standards**

To minimize the risk of unsafe performance due to impairment from alcohol, prescription or over-the-counter medication, or other drugs, whether legal or illegal and substances, all Workers are required to adhere to the following standards.

### **A. Alcohol**

The following are strictly prohibited while on Company property, operating a Company vehicle or equipment, during working hours, at Company sponsored events, and whenever a Worker is representing the Company or conducting Company business:

- Reporting for duty or remaining on duty while being under the influence of Alcohol
- Consuming Alcohol during the work day including meals or other breaks
- Possessing, distributing, offering or selling Alcoholic beverages

On an exceptional basis for Company-sponsored social events, Alcohol may be served on Company premises or outside of the Company premises with the explicit approval of [insert name of responsible person] (eg. Christmas Party). Workers who are permitted to consume Alcohol on such occasions are required to exercise moderation and good judgment, and to avoid operating a motor vehicle with a blood Alcohol level above the legal standard.

### **B. Medications**

All Workers are expected to use prescribed and over-the-counter medications responsibly. The intentional misuse of medications (for example, using the medication other than as prescribed, using someone else's prescribed medication, or combining medication and Alcohol use against direction) while on Company property, operating a Company vehicle or equipment, during working hours, at Company sponsored events, and whenever a Worker is representing the Company or conducting Company business, is prohibited.

Furthermore, Workers are required to investigate through their doctor or pharmacist whether a medication can affect safe operation and take appropriate steps to minimize associated risk and to advise their Manager or Supervisor consequently.

### **C. Drugs and other Substances**

The following are strictly prohibited while on Company property, operating a Company vehicle or equipment, during working hours, at Company sponsored events, and whenever a Worker is representing the Company or conducting Company business:

- Reporting for duty or remaining on duty while being under the influence of any Drugs, whether legal (eg. Marijuana) or illegal;
- Consuming legal or illegal Drugs during the work day including meals or other breaks;
- Possessing, distributing, offering or selling Drugs, whether legal or illegal;

Workers who are on-call are expected to be fit for work in compliance with these standards. If an unexpected situation arises where a Worker is requested to perform unscheduled services and is unable to report to work due to impairment from Alcohol, medication or Illegal Drugs, the Worker must decline the call or request. [insert this section only if applicable]

#### **D. Professional Assistance**

Any Worker who is unable to comply with the Alcohol and Drug policy or thinks he presents signs of an addiction to Alcohol, Drugs, whether legal or illegal, or medication should seek assistance from a representative in the human resource department, their Supervisor or Manager or the Employee Assistance Program (EAP) which may be reached at [insert phone number].

### **V. Prevention and Investigation Procedures**

#### **A. Investigation**

The Company will conduct an investigation into any suspected or confirmed violation of this Policy. A Worker may be held out of service with or without pay, depending on the circumstances, while the investigation is being conducted.

The Company reserves the right to investigate any situation where there are reasonable grounds to believe that Alcohol or Illegal Drugs are present on Company Premises or that other misconduct has occurred.

#### **B. Alcohol and Drug Testing**

Drug and Alcohol testing will only be required if there are reasonable grounds for testing, or if there has been an accident or Near Miss or Significant Incident affecting persons and/or property damage.

If a prescription drug is required by a physician or medical professional that may have the potential for impairment, drowsiness or reduced alertness, the Worker must immediately report this to their supervisor or manager. The supervisor or manager must take appropriate steps to ensure that the Worker and the workplace are safe.

##### **i. Reasonable Grounds for Testing**

Testing for the presence of Drugs and Alcohols when a Supervisor or Manager suspects a worker is unfit for duty due to impairment can be required of the Worker in the circumstance of reasonable grounds. Reasonable grounds include, but are not limited to, information established by the observation of the Worker's conduct or other indicators, such as the physical appearance of the Worker, his or her attendance record, speech, behaviour, and/or body odours which suggest the Worker, is under the influence of a substance prohibit by this policy (including withdrawal symptoms). The Worker will not be permitted to return to work until verified negative test results have been received. If the Worker refuses to comply it will be considered misconduct and a violation of this policy. Any individual failing to cooperate with reasonable suspicion testing may be subject to discipline, up to and including termination of employment.



## **ii. Post-Accident/Post-Incident Testing**

Testing may be conducted following an accident, or following an incident at the workplace where safety precautions were violated and/or careless acts were performed which resulted in, or substantially increased the risk of, injury or harm to any person or damage to property or the physical environment. As soon as possible, following an accident or incident, the Worker shall submit to tests for substances prohibited by this policy, unless there is clear evidence that the accident and/or incident could not have been contributed by the Worker, but by an unsafe condition (i.e., structural or mechanical failure which the Worker could not have foreseen or prevented.)

## **VI. Policy Violations**

The Company may discipline or terminate the employment of a Worker who fails to comply with the drug and alcohol policy, including failure to report for a test, delaying testing, or refusing to submit to a test. The appropriate consequences depends on the facts of the case, including the nature of the violation, the existence of prior violations, the response to prior corrective assistance programs, and the seriousness of the violation and applicable laws.

## **VII. Definitions**

**Alcohol** - means the intoxicating agent in beverage Alcohol, ethyl Alcohol, or other low molecular weight Alcohols including methyl and isopropyl. It includes but is not limited to beer, wine and distilled spirits.

**Alcohol and Drug Test** - a test administered using technologies such as oral fluids, urine testing and hair samples analyzed by qualified personnel; in the case of urine laboratory test, samples are analyzed by an approved laboratory.

**Company Business** – refers to all business activities undertaken by Workers in the course of performing duties, whether conducted on or off Company premises.

**Company Premises** – includes but is not necessarily restricted to all land, facilities, mobile equipment and vehicles owned, leased, or otherwise directly controlled by the Company.

**Drug** – means any substance which may, depending on the context, include alcohol, legal drugs, Illegal Drugs or medications, the use of which has the potential to change or adversely affect the way a person thinks, feels or acts. For the purposes of this Policy, drugs of concern are those that inhibit a worker's ability to perform his or her job safely

**Worker** - any person engaged in work at the workplace and includes contractors and subcontractors.

**Employee Assistance Programs or EAP** - external services designated by the company to help workers who are experiencing personal problems such as Alcohol and Drug abuse. These programs may be available to contractors or subcontractors through their own employment relationships but are not offered by the Company. [insert only if applicable]

**Fit for Duty** - means that a worker is able to safely perform assigned duties without any limitations resulting from, but not limited to: the use or after-effects of Illegal Drugs, Alcohol, and/or medications.

**Medication** – refers to a Drug obtained legally, either over-the-counter or through a doctor's prescription.

**Reasonable Grounds** - includes objective information established by observations of a Worker's conduct or other indicators such as physical appearance, attendance record, circumstances surrounding accidents or near misses in the workplace, presence of Alcohol, Drugs and Drug paraphernalia in the vicinity of the Worker or an area where the Worker works.

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