



UPDATE -FAQ

June 26, 2020

Please note: Due to the volatility of the COVID-19 situation and constantly evolving evidence, the responses and resources provided may need to be updated as new information becomes available.

1. Can we begin to increase our staff and clients if everyone in the salon is wearing a mask?

We are still in a state of emergency recovery phase and far from returning to *normal*. The information in the [“embracing the new normal”](#) document still holds true:

Owners and managers of every workplace:

- *must take every reasonable step to ensure minimal interaction of people within two metres of each other, except in compliance with guidelines issued by WorkSafeNB and the Chief Medical Officer of Health.*
- *must take every reasonable step required to prevent persons who exhibit symptoms of COVID-19 from entering the workplace, in accordance with advice issued by the Chief Medical Officer of Health or WorkSafeNB.*
- *must take every reasonable step required to prevent persons from entering workplaces who have travelled outside New Brunswick in the previous 14 days.*

Face masks alone are not considered an adequate replacement for physical distancing, where physical distancing is possible, and staggering the workers would make 2m distancing between employees possible. So, while it is not reasonable for the employee to be 2m away from the client in our business, it is still considered reasonable for the employees to remain 2m from each other. As always, consider the *risk assessment* as well as the possible control measures (physical barriers etc.) implemented in each workplace. For instance, the decision of how many employees are scheduled in the workplace at one time would remain with the employer and should be addressed in their risk assessment and operational plan. WorkSafeNB will not dictate a specific number of employees permitted in a place of work.

2. Can I refuse a truck driver?

It is at your discretion, but keep in mind that you are responsible for the safety of your employees, clients and the public while in your salon. If you are satisfied that the control measures you have put in place are sufficient to mitigate the risk, service can be provided.

You should consider that providing services to these clients might bear an increase in risk of infection and you should address this scenario specifically in your safety operational plan.

3. Am I required to have a thermometer and check clients and employee’s temperature before they enter my business?

Note that contact thermometers CANNOT be used for this purpose if they are shared.

- Active screening requires conducting temperature checks of all persons, provided a non-contact thermometer (i.e. infrared) or other acceptable device, **is available**.
- An alternative to infrared thermometers is disposable thermometers.

- WorkSafeNB expects the employer to take reasonable steps to obtain such a contactless thermometer.
- However, if they can demonstrate they have been unable to acquire a contactless thermometer, they would **not** require the employer to cease operations and in this case.
- Asking clients to take their own temperature before their appointment would be reasonable control.

4. What are the mandatory requirements for wearing a mask and/or facial shield?

WorkSafeNB *The use of face coverings is a mandatory requirement when workplaces **cannot** maintain 2m distance, along with active screening and maintaining an employee/visitor log.

A **face shield does NOT replace a face covering / mask** in situations where 2 meters separation cannot be maintained.

The **only exception** is if the use of a face covering creates a hazard for the wearer. In that case, and based on a risk assessment, a **face shield which must cover the face and chin** can be used to substitute the face covering.

Public Health * In terms of equivalency to cloth face coverings, Public Health **does not accept face shields as such**. In the instance where the cloth face covering introduces a hazard for the worker, Public Health will accept the substitute of a face shield, provided it covers the face and chin. This must be **demonstrated by a risk assessment and be part of the operational plan**.

Based on direction given by Public Health and by WorkSafeNB, **face shields** are NOT considered equivalent or substitutes to face coverings. Therefore, face shields cannot be used under standard situations to replace the use of face coverings. Use of face shields **in addition to/or over face coverings, is permitted**.

#5 Are my clients required to wear a mask at all times?

WorkSafeNB *Face coverings are mandatory as an additional measure to protect employees, clients, and visitors when workplaces are not able to ensure 2 metres of physical distancing*.

