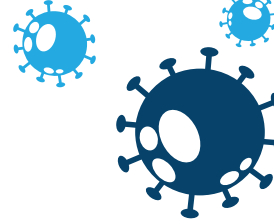


# Collection of names and contact information under the **Mandatory Order COVID-19**



## Preamble:

- These guidelines and recommendations are based on the [Mandatory Order](#), should the Mandatory Order change, this document will be updated.
- This document has been designed to support businesses, and all others it may apply to, to better understand their responsibilities.
- The guidelines recommend best practices to be implemented to the best of your ability.

## Guidance:

### You must follow these guidelines and comply with this obligation if you are:

- A government entity
- A charity
- A not-for profit entity
- A for-profit entity

### and:

- Anyone who admits patrons to a venue at which seating is offered for purposes of eating, drinking, socialization, celebration, ceremony or entertainment or;
- Anyone who hosts gatherings larger than 50 for purposes of socialization, celebration, ceremony or entertainment (whether seated or standing).

**Note:** These guidelines **do not apply** if a patron enters to pick up food or drink and immediately leaves the venue (take-out) or passes in the drive-thru.

## Your responsibilities at a glance:

- Explain to your patrons/visitors why you are collecting their contact information.
- Only collect the minimum information necessary.
- Do not use or share with anyone other than when asked by a Medical Officer of Health or a Public Health Inspector.
- Only keep the information for 21 days.
- Properly secure the information.

## Detailed guidance and tools:

### Explain:

- Post a visible Notice (Appendix A), informing the public of your obligation to record their names and contact information.

- Post hard copies (paper document) at the entrance of the venue and electronic copies on your website or App (if applicable).
- Ensure it is visible and easily accessible.
- Ask individuals if they have read and understood the notice prior to collecting their contact information.

### Limit:

- Restrict the information collected to: first and last name and phone number or email address of one (1) person per group/party who will be seated together. The person above must know how to contact the rest of the individuals in their group/party.
- Only collect the email address if no phone number is available.
- Limit the number of personnel who collect, record and save the personal information by designating and training specific employees responsible for these tasks.

### Collect:

#### Use the Collection Form (see Appendix B) to record the information.

- Record only the information of one (1) person per group/party who will be seated together. Ensure that person knows how to contact others in their party, if required.
- Determine one central point of contact and personnel responsible for collecting the information and fill out the document every day either on paper or electronically.
  - If on paper, ensure that a sufficient number of sheets are printed and available to personnel every day.
  - If electronically, ensure all safeguards are in place to prevent unauthorized access.
- Personnel collecting the information should fill out the document themselves and never ask patrons to fill it out.
- Personnel must ensure the document is never left unattended.
- Personnel collecting the information should ensure they spell names, phone numbers or email addresses correctly by double checking with patrons once document is filled out.
- At the end of each day, or when a gathering is over, personnel responsible for storage and/or destruction of records must collect all the documents used that day, complete the **log form** (see Appendix C) and store both the collection and log documents in a secure manner.
- When filling out the **log form**, the personnel should follow instructions in italics in the document and ensure they record both the date the collection was done and the expiry date (collection date +21 days).

### Secure:

- Ensure the contact information is saved in a secure location (if it is a physical document) or is password-protected with limited individuals who know the password (if digital).

- Physical document must never be left unattended, must be protected from the public's view at all times and must be stored in a secure place before closing the business, or end of the event.
- Manager on duty or event organizer is responsible for the secure storage and destruction of documents.

### Retention and destruction:

- Securely keep the **collection form** for 21 days after the day of collection.
- Ensure it is securely destroyed on the 22nd day after its collection.
- Secure destruction means shredding the documents in a way the information they contain cannot be retrieved by any means. If digital, totally remove from all electronic devices. Few employees at the management level should be responsible for the secure destruction of these records.
- The **log form** must be used to track record destruction (see Appendix C).
- It will be critical to ensure the correct dates are recorded on both the collection and log documents as they will serve to count the 21 days after which the collection document should be securely destroyed.
- Immediately upon destruction of the documents, the personnel who has completed it should record it on the appropriate column of the **log form**.
- Only the **collection form** should be destroyed after 21 days. The **log form** should be kept for 12 months.
- Each day, personnel responsible for destruction should refer to the **log form**, verify expiry date and prepare collection forms to be destroyed that day.

### Restricted use and disclosure:

- The collection document record can only be used for contact tracing by Public Health officials in case of an outbreak.
- This record cannot be used by the collector for any purpose including being used for promotion, advertisement or be sold.
- Only upon request from an N.B. Medical Officer of Health or a Public Health Inspector should the personnel responsible for the disclosure that day provide the collection document to Public Health.
- Public Health will send a request via email (see Appendix D) or make a call and provide details on the day or days for which they are requesting the collection document.
- Personnel responsible for disclosure must:
  - Restrict the collection documents they provide to Public Health to all the days included in Public Health's request;
  - Ensure they provide the correct dates;
  - Not provide additional days on their own initiative, and
  - Strictly follow instructions provided in the request for a secure transmission of the document.

For more information on the *Personal Information Protection and Electronic Documents Act*, please consult the Office of the Privacy Commissioner of Canada website at <https://www.priv.gc.ca/en/for-businesses/>

## Appendix A: Notice on Collection of Contact Information Under NB Mandatory Order COVID-19

### **NOTICE ON COLLECTION OF CONTACT INFORMATION UNDER NB MANDATORY ORDER COVID-19**

*The mandatory order (COVID-19) issued by the Minister of Public Safety under the Emergency Measures Act requires that we ask for:*

*Your first and last name and a phone number or an email address so that Public Health can easily and quickly get in touch with you in case of an outbreak.*

*We will keep your information in a secure place at all times and will securely destroy it after 21 days.*

*We will not use or sell your information and will only share it with Public Health if they ask us to, in which case we will take precautionary measures when transferring it to them.*

*By providing your contact information, you understand it will be collected, used and disclosed as described above.*

*If you have questions or concerns regarding the collection, use, disclosure of your personal information, suspect or are aware of a privacy breach of your personal information, please contact: [Cpobpvp@gnb.ca](mailto:Cpobpvp@gnb.ca)*

*If you do not want to provide your contact information you will be refused access to this facility/event.*

## Appendix B: Collection Form

MANDATORY ORDER COVID-19-COLLECTION FORM				
<b>Name of the facility:</b> Means name of the venue or gathering		<b>Address of the facility:</b> Means address of the venue or gathering		
<b>Name of employee collecting contact information:</b> Means name of employee asking for the contact information and reporting it on the document		<b>Employee position:</b>		
<b>Name of employee responsible for storage, destruction and disclosure on (Public Health) request:</b> Means name of the employee responsible for ensuring secure storage, destruction and disclosure ON (Public Health) request that day		<b>Employee position:</b>		
Date	First name	Last name	Phone number	Email address <u>Only if no phone number</u>
<i>information is collected in format DD/MM/YYYY</i>	<i>Client's first name</i>	<i>Client's last name</i>	<i>Client phone number indicate if cell or landline by adding a C or L before the number</i>	<i>Email address to be collected only if no phone number available if phone number collected leave this section blank</i>
1-				
2-				
3-				
4-				
5-				
6-				
7-				
8-				
9-				
10-				
11-				
12-				
13-				
14-				

## Appendix C: Log Form

NOTE: This form must be kept for 12 months after which it must be securely destroyed. Secure destruction means shredding the documents in a way the information they contain cannot be retrieved by any means. If digital, delete the file.

<b>MANDATORY ORDER COVID-19 LOG</b>				
<b>Record document Date</b>	<b>Expiry date</b>  (Planned date for collection document destruction)	<b>Securely stored by</b>	<b>Securely destroyed on (date) by</b>	<b>Securely shared with Public Health on (date) by</b>
<i>Date of filled out record document DD/MM/YYYY</i>  <i>Example: 01/01/2020</i>	<i>Date filled out +21 days DD/MM/YY</i>  <i>Example: 22/01/2020</i>	<i>Personnel Name and position</i>	<i>Date of destruction DD/MM/YYYY Personnel name and position</i>	<i>Date shared with Public Health DD/MM/YYYY Personnel name and position</i>
1-				
2-				
3-				
4-				
5-				
6-				
7-				
8-				
9-				
10-				
11-				
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16-				
17-				
18-				

## Appendix D: Mandatory Order COVID-19 Disclosure

<p><b>MANDATORY ORDER COVID-19-DISCLOSURE</b></p>	<p>You are required to provide the collection document including names and phone numbers or email of patrons present at your venue/gathering on the dates indicated below upon immediate receipt of this request.</p> <p>Collection documents should be faxed to:</p> <p>Collection document should be emailed to:</p> <p>Name of the Medical Officer of Health requesting the disclosure:</p>
<p><b>Name of the facility:</b></p> <p><i>Means name of the venue or gathering</i></p>	<p><b>Address of the facility:</b></p> <p><i>Means address of the venue or gathering</i></p>
<p><b>Dates for which disclosure of collection document is requested:</b></p>	<p><b>Date the request is sent:</b></p>