



Yarmouth & Area
CHAMBER OF COMMERCE

Re-opening and Recovery Guidance

May 2020

Re-opening and Recovery Guidance



This is not a legal document and employers are advised to seek legal advice.

This document is an attempt to help provide some guidance information collected from a number of sources to assist the members of the Yarmouth & Area Chamber of Commerce and other businesses.

Please note that the following document is not a fully comprehensive guide to all possible responsibilities, obligations or actions that your business may have to take to comply with provincial regulations or health orders as re-opening happens.

We hope that this document helps get you thinking about how to best prepare and function in this new reality. We hope to be able to update this as time goes on but we also encourage to you stay informed.

The government has advised that they do not expect that a vaccine will be available for 12 to 18 months or more, meaning life will not return to normal any time soon. Physical distancing, health screenings, physical barriers (plexiglass), hand washing, surface cleaning, masks and face coverings will be the new normal.

Your Chamber of Commerce is here to support you through this, should you have questions or concerns please reach out.

We would like to recognize the sources of the information you will find below.

Government of Canada
Province of Nova Scotia
Halifax Chamber of Commerce
Fredericton Chamber of Commerce
Moncton Chamber of Commerce
Saint John Chamber of Commerce

Core Personal Public Health Measures



Wearing medical mask, or if not available, non-medical mask or face covering (NMM) if symptomatic and in close contact with others or going out to access medical care.



Staying informed, being prepared and following public health advice



Practicing good hygiene (hand hygiene, avoid touching face, respiratory etiquette, disinfect frequently touched surfaces) and respiratory etiquette



Ensuring physical distancing when outside of the home



Increasing environmental cleaning and ventilation of public spaces and worksites



Staying at home (not going to school/work) and away from others when symptomatic and following public health advice



Limit non essential travel



Considering use of NMM in situations where physical distance cannot be maintained

5 WAYS TO PREPARE TO REOPEN

1 Develop a COVID-19 Task Force

The Task Force/Staff team should:

- Be made up of two to five people;
- Include a senior leader/or middle manager or a staff/line employee;
- Lead COVID-19 prevention plan;
- Ensure best practices are followed by all staff and customers for overall safety;
- Keep themselves updated with changing guidelines and policies from federal, provincial, and municipal governments to decide appropriate action plan

2 Ensure workplace safety

- Signage is important to ensure proper hygiene and physical distancing.
- Signage includes spatial markings for physical distancing, rules and regulations to keep workplace clean.
- Usage of screening tools like infrared cameras, non-contact face and body temperature detector to screen body temperature before entering the workplace.
- Stock workplace with appropriate Personal Protective Equipment (PPE).
- Hire a professional cleaner to deep clean your workspace.
- Develop self-assessment form for employees to take before every shift.
- This form includes questions to screen yourself to ensure workplace safety.
- Spread awareness by using a symptoms poster differentiating flu, cold and COVID-19.
- Ensure limited entry into the business, including waiting lines, to prevent congestion.
- High usage areas, including common areas, public washrooms and showering facilities, should be deep cleaned and disinfected frequently.
- Restrict the capacity of areas to limit the number of people able to congregate.
- Ensure limited business travel currently.
- Communicate the COVID-19 plan made by the Task Force/staff team with all staff.

5 WAYS TO PREPARE TO REOPEN

(continued)

3 Prepare your employees

- Employers should issue a self-screening checklist to all employees for voluntary, home self-screening prior to returning to work.
- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- Employees exhibiting any COVID-19 symptoms must stay home and follow quarantine guidelines.
- Require employees to report symptoms or known contact with someone who tests positive for COVID-19 to their manager.
- Provide PPE for all employees including masks, gloves, hand sanitizer and possibly face shields.
- Provide employees with everything they need to keep their work surfaces clean, including disposable wipes, hand soap, paper towels, disinfectants, and alcohol based sanitizer with at least 60 percent alcohol.
- Practice sensible social distancing, maintaining six feet between co-workers.
- Employees should avoid touching your eyes, nose and mouth – DO NOT shake hands.
- Discourage employees from sharing each other's equipment including phones, -computers and tools.
- Train staff in proper hygiene practices.
- Reduce the number of employees on site through alternating workdays or shifts.
- Communicate weekly with your employees to ensure compliance.
- Check in regularly on the mental health of employees.

5 WAYS TO PREPARE TO REOPEN

(continued)

4 Prepare your customers

- Post guidelines at the entrance of your business regarding your expectations for customers behavior including, physical distancing, PPE usage and to not enter if they are exhibiting any symptoms.
- Customers could be asked to use hand sanitizer upon entering the store.
- Consider downsizing operations or limiting store capacity.
- When possible, open all non-essential doors to reduce the need for direct contact.
- Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
- Place arrow shaped tape in high traffic areas to direct flow and keep six feet between customers.
- Update your website to reflect the new rules and any other operating changes.
- Reach out to the Chamber and other groups to aid with communicating the changes and readiness for customers.

5 Prepare for transactions

- Sales registers should be six feet apart
- Provide hand sanitizer and disinfectant wipes at register locations.
- Avoid cash exchanges and encourage customers to use credit/debit cards, tap to pay, PayPal or another form of contact-less payment.
- Install screens between staff and customers if necessary
- Disinfect transaction areas after each transaction
- Sanitize point of sale equipment after each use, including pens.
- Consider home delivery, take out, drive through and curbside pick-up options where applicable.
- Post a sign for deliveries outlining expectations (PPE, hand sanitizer, masks)

Prepare an Operational Plan

In order to open your business, we suggest developing a COVID-19 Operational Plan outlining how your daily operations will be managed to meet the core public health measures. Your first step in creating this plan should be conducting a risk assessment (# and intensity of contacts, social distancing) within your operation and identify appropriate mitigation measures.

It is our understanding that the government does not intend on providing sector-by-sector prescriptive checklists regarding what specific actions your operation will be required to comply with. These will depend on individual factors such as the layout of your space, how you normally interact with customers/clients and more.

We do know that government is working with specific sector groups that may provide further guidance on how to operate. Be sure to check with specific industry associations if you have one.

We are suggesting that you complete an operational plan and keep it updated regularly and adjust as needed. Government inspectors are expected to be tasked with checking on businesses to make sure they are following the core public health rules and having your practices documented will help demonstrate what you are doing.

Your operational plan should include, at a minimum: COVID-19 Awareness (signage), Pre-Screening Tool, Physical Distancing, Cleaning and Disinfection Procedures, and Facilitating Personal Hygiene Etiquette.

COVID-19 Awareness (signage)

Signage should be posted on proper hand hygiene, respiratory hygiene, and physical distancing throughout the facility and outdoor settings as applicable. How this is applied will vary depending on your facility, but signage is expected to be required. Signage should be placed at a minimum at any common entrance and where people tend to congregate. Available Public Health Posters can be found here:

<https://novascotia.ca/coronavirus/resources/>

We have also included a number in this document

Pre-Screening Tool

Businesses and organizations should advise that staff and patrons who are either symptomatic and/or have been advised by Public Health to self-isolate, should remain home and not enter the premises. Operators should actively pre-screen staff before the beginning of each shift. You can find an example of a screening tool further in this document that you can adapt to work for your situation.

Physical Distancing

Remember that this is not 'business-as-usual'. In order to accommodate physical distancing requirements, patrons and staff must not be permitted to congregate in groups. This may (and likely will) result in alterations to how the workplace is set up, how the activity would normally occur or how patrons and staff would normally interact and go about business.

- Patrons may partake in their activity while maintaining a minimum of two metres or six feet between themselves and others at all times
- Where possible, a designated staff member should monitor adherence to physical distancing requirements on premise.
- Situations where interfacing between staff and customers is common might deserve special considerations for mutual protection (installing a plexiglass screen at the cash, for example).
- In elevators, limit the number of people getting into each car to no more than 2 at a time.
- People should consider only riding the elevator with their own family, taking the stairs, or waiting for the next elevator.

Cleaning and Disinfection Procedures

All common areas must be cleaned and disinfected twice daily, or more often as required (e.g., if soiled).

- Items such as countertops, chairs (including below the front of the seat), rental/shared equipment, cashier equipment, light switches, public washrooms, doorknobs, and furniture will need to be disinfected more frequently throughout the day. We recommend keeping a record of your cleaning efforts daily
- Use disposable gloves when cleaning surfaces. Make sure that other staff and patrons are removed from the area during clean-up.
- When choosing a cleaning product, it is important to follow product instructions for dilution, contact time and safe use, and to ensure that the product is: Registered in Canada with a Drug Identification Number (DIN) and Labelled as a broad-spectrum virucide

Facilitating Personal Hygiene Etiquette

Businesses and organizations will need to ensure that they are enabling thorough and frequent hand hygiene for patrons and staff by signposting and making sure basic supplies are provided. These supplies include:

- For handwashing
 - hot/cold potable running water
 - liquid soap
 - paper towel
 - garbage bins
 - or minimum 60% alcohol-based hand sanitizer
- toilet paper
- cleaning and disinfecting supplies
- personal protection equipment (non-medical masks and disposable gloves) as appropriate.
- Where public washrooms are available, they must be equipped with hot and cold running water under pressure, liquid soap, paper towel, toilet paper, and garbage containers. Handwash signs must be posted.

Personal Protective Equipment

Risk of infection with the virus that causes COVID-19 can be mitigated using multiple strategies in combination. The first strategy is to avoid situations and people that pose a risk, by having people stay home when ill and maintaining a two-metre distance from others. When it's not possible to avoid contact with others, hand hygiene and respiratory etiquette are very important to reduce spread. Personal protective equipment (PPE), such as face masks and gloves, can be used in certain situations to protect people from infectious diseases.

If Physical Distancing Cannot be Maintained in Your Workplace

If an employer cannot consistently maintain a two-metre separation between people due to essential work activities that require brief sporadic interaction with others, or if there will be unavoidable periods of close interaction, we recommend the following steps be taken;

- First consider the installation of a physical barrier, such as a clear plastic guard, that can protect workers from potential exposure. If not possible,
- All persons entering a workplace must be actively screened for symptoms of COVID-19.
 - Active screening must include temperature checks of all persons, provided a noncontact thermometer (e.g. infrared) is available. Disposable thermometers may be used provided a proper procedure to maintain a non-contact temperature check is implemented.
 - For personnel working 24-hour shifts, active screening, including temperature checks, must be conducted a minimum of four times during normal waking or active working hours, spaced in intervals of not more than five active working hours.
 - Any person exhibiting symptoms of COVID-19 must not enter the workplace or, if already mid-shift, be immediately asked to leave the workplace. Dial 811 immediately for instructions.
- Proper hand-washing and enhanced sanitation/cleaning practices must be followed in areas where multiple people handle tools, goods, supplies, equipment or other shared items. Limit tools to one person if possible. Tools or equipment which must be shared, must be disinfected before and after use.
- A risk assessment to determine the engineering and/or PPE controls necessary must be completed, and adequate personal protective equipment must be provided such as:
 - Hand protection (nitrile gloves)
 - Eye protection (safety glasses, goggles, or face shield)

PROPER HAND WASHING

Washing your hands frequently with soap and water is the best way to reduce the spread of germs.



1
Wet your hands with warm running water



2
Add soap and scrub for 15–20 seconds



3
Wash backs, thumbs, between fingers, and under nails



4
Rinse off soap under running water



5
Dry your hands with a clean towel



6
Turn off tap with a towel

When soap and water are not available, alcohol-based hand sanitizers can be used if hands are not visibly soiled.

How to Self-Isolate for 14 days

To self-isolate



- Go directly home.
- Stay home on your own property for 14 days.
- Do not take a bus or taxi.
- Do not have visitors to your home.
- Limit contact with people you live with.
- Use a separate bedroom and bathroom, if you can.
- Make plans to have groceries and other supplies delivered.
- Take your temperature each day – and write it down.
- Do not take medicines that lower a fever, like acetaminophen and ibuprofen.
- Look out for symptoms – a fever, a new cough, a cough that gets worse, a sore throat, a runny nose, or a headache.

In your home

- Keep shared spaces clean – like kitchens and bathrooms.
- Let in as much fresh air as you can.
- Use soap and water to clean dishes after each use.
- Clean high-touch areas each day – door handles, light switches, railings, remotes.
- Clean your home with store bought disinfectant or diluted bleach – use 1 part bleach to 9 parts water.
- Wash clothes and linens using laundry soap and hot water.
- Do not share toothbrushes, clothing, towels, or drinks.
- If cleaning up pee, poop, blood, or vomit, use disposable gloves and plastic aprons, if you have them.



If you have symptoms

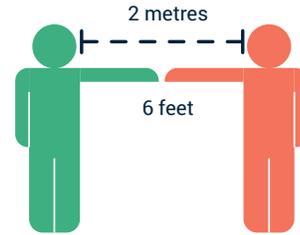
- Visit [811.novascotia.ca](https://www.novascotia.ca) to find out if you need to call 811.
- Symptoms include any two of the following:
 - fever
 - new or worsening cough
 - sore throat
 - runny nose
 - headache



Protect Yourself

- Wash your hands with soap and water often or use hand sanitizer.
- Cough into your sleeve or a tissue – throw out the tissue after one use.
- Do not touch your eyes, nose, or mouth.

Social Distancing Best Practices



- Stay home.
- Wash your hands often.
- Keep a safe distance from others.



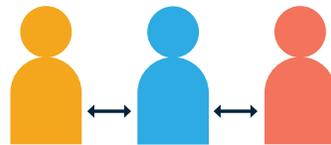
Staying Connected

- Call, text, or video chat with loved ones.
- Get up-to-date information at novascotia.ca/coronavirus.



Self-isolating, if needed

- Don't leave your property for 14 days.
- Contact family, friends, or delivery service to get what you need.



Groceries & Essential items

- Send one person in each household to get groceries & essential items, if possible.
- Shop once a week.
- Offer to pick up items for neighbours who can't get out to shop.
- Keep a safe distance from others while shopping.

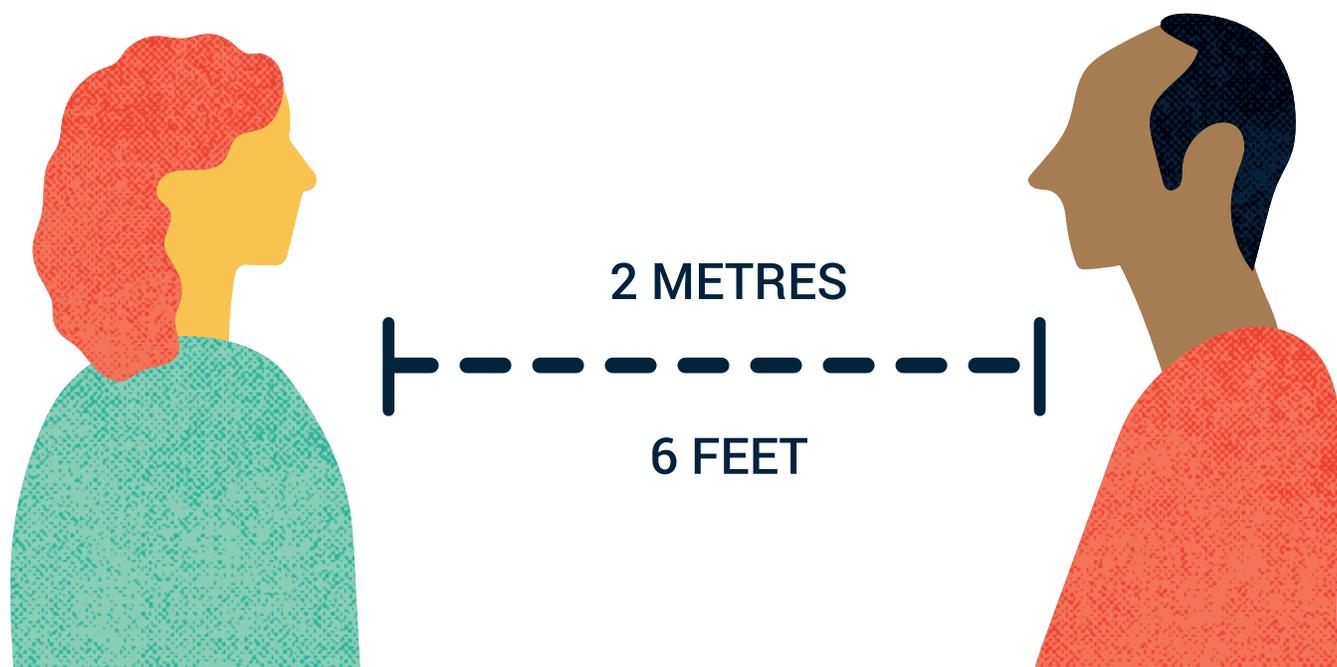
Gatherings

- Don't gather with anyone you don't live with.
- If you have to gather for work, keep a safe distance from others.

Exercise

- Walk, run, bike for health. Not to socialize. Not in groups.
- Stay in your neighbourhood, keeping a safe distance from others.

Practice social-distancing



Keep 2 metres/6 feet away from others



Staying Healthy: Habits

There are currently no vaccines available to protect you against COVID-19. But there are things you can do to reduce your risk of getting sick or getting other people sick.

To stop the spread of COVID-19, you must follow all public health orders, including social distancing.

Keep your hands clean



Wash or sanitize hands often, particularly:

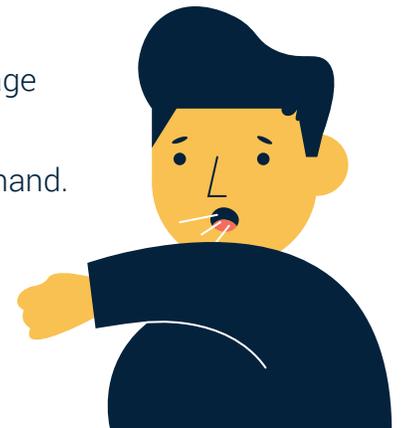
- Before and after preparing or eating food
- After touching pets
- After handling waste or dirty laundry or using the bathroom
- Whenever your hands look dirty

Washing your hands with soap and water is best. Rubbing your hands together when you wash them removes visible dirt and germs. Disposable paper towels are best for drying your hands, if you have some. If not, use a reusable towel that gets washed often.

If soap and water aren't available, and your hands aren't visibly dirty, use an alcohol-based hand sanitizer with at least 60% alcohol. Use enough to cover the front and backs of both hands and between all your fingers. Rub your hands together until they feel dry.

Cough and sneeze etiquette

- Cover coughs and sneezes with a tissue. Throw the tissue in the garbage and wash your hands or use an alcohol-based hand rub immediately.
- If you don't have a tissue, cough and sneeze into your elbow, not your hand.
- Avoid touching your eyes, nose and mouth. If you need to touch your face, wash your hands first.





Staying Healthy: Preparation

There are currently no vaccines available to protect you against COVID-19. But there are things you can do to reduce your risk of getting sick or getting other people sick.

To stop the spread of COVID-19, you must follow all public health orders, including social distancing.

Being prepared for emergencies

- All Nova Scotians should have an emergency kit and basic supplies that you and your household may need for up to 72 hours. Don't panic buy or stockpile.
- Make sure your prescriptions are filled.
- Think about what you'll do if you or someone you live with gets sick and needs care.
- Talk to your employer about working from home if you need to self-isolate or take care of a sick family member.
- Talk to family and friend. Share your emergency plan with them. Check in on each other and run essential errands for each other if one of you gets sick.
- If you get sick, stay home until you have no symptoms.

Shop safely

- If you can, choose 1 person from your household to do all your shopping.
- Try to minimize the amount of time you spend in a store. If you can, order the groceries and other supplies by phone or online and pick them up curbside at the store.
- If you must go into a store to shop, always practise social distancing.
- Make a list ahead of time.
- Try to visit the store when it's not too busy. Some stores are reserving special hours for seniors and people who may be immunocompromised.
- Clean your hands with hand sanitizer after shopping. Wash them with soap and water as soon as you get home.



Social Distancing Information

There are currently no vaccines available to protect you against COVID-19. But there are things you can do to reduce your risk of getting sick or getting other people sick.

To stop the spread of COVID-19, you must follow all public health orders, including social distancing.

Social distancing – reduce contact with other people

- Social distancing means limiting your contact with other people and staying 2 metres (6 feet) away from them.
- You should only leave your home when you need to. If you can, choose 1 person from your household to do all your shopping and other errands.
- Social distancing means you should avoid certain places and activities and be careful when you have to go out for essentials. Some activities are still safe.

Avoid	Use caution	Safe
Group gatherings	Grocery stores	Spring cleaning
Visitors in your home	Pharmacies	TV, books, movies at home
Sleepovers, playdates and other social interactions with friends	Gas stations	Sit on your deck or balcony
Public spaces	Essential medical appointments	A walk in your neighbourhood
Parks	Take out restaurants	Yard work
Non-essential travel outside your community	Public transit	Cook a meal
	Essential travel	Call, message, video chat with loved ones



COVID-19 Screening Tool

Name (Print): _____ Department: _____

In-Person (Yes/No): _____ Telephone Call (Yes/No): _____

Date: _____ Time In: _____

IF YOU OR ANY MEMBERS OF YOUR HOUSEHOLD HAVE TRAVELED OUTSIDE OF CANADA WITHIN THE PAST 14 DAYS YOU ARE NOT PERMITTED TO ENTER THE _____ FACILITY.

SECTION A:

Are you experiencing any of the following symptoms with unknown cause?

▪ fever	<input type="checkbox"/> Yes	<input type="checkbox"/> No
▪ cough	<input type="checkbox"/> Yes	<input type="checkbox"/> No
▪ shortness of breath	<input type="checkbox"/> Yes	<input type="checkbox"/> No
▪ difficulty breathing	<input type="checkbox"/> Yes	<input type="checkbox"/> No
▪ chills	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Have you had contact with any person with, or under investigation for, COVID-19 in the last 14 days? Yes No

Have you or anyone from your household travelled outside of Canada? Yes No

OFFICE USE ONLY

In-person, the person being screened was:

▪ Unfit to work and sent home.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
▪ Sent back to work.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
▪ Referred to a doctor or Public Health with benefit forms (if applicable).	<input type="checkbox"/> Yes	<input type="checkbox"/> No

On the telephone, the person being screened was:

▪ Instructed to stay or remain at home.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
▪ Referred to go see a doctor or Public Health and sent benefit forms (if applicable).	<input type="checkbox"/> Yes	<input type="checkbox"/> No
▪ Advised they can come to work	<input type="checkbox"/> Yes	<input type="checkbox"/> No

SECTION B:

If the person being screened was directed to self-quarantine for 14 days post-travel/exposure risk, indicate the start date: _____ and the end date: _____ / ____ / ____

Date Quarantine Was Completed