

What to do if you have a COVID-19 outbreak

Presented by BC's Alliance of Beverage Licensees



Agenda

- Potential scenarios
- Steps to follow:
 - WorkSafeBC guidelines
 - Public health guidelines
 - General cleaning guidelines
- Employer responsibilities and worker safety
- How to move forward:
 - Communicate with your staff
 - Communicate with your customers



About ABLE BC

ABLE BC is a not-for-profit society and the leading advocate for BC's private liquor and cannabis retail industries. Our membership includes pubs, bars, nightclubs, private liquor stores, hotel liquor licenses, and various agents, industry suppliers, and benefit providers.

Following the federal legalization of recreational cannabis in October 2018, our membership now includes licensed non-medical cannabis private retail stores in British Columbia.

On behalf of our over 1,000 members we advocate for a thriving and sustainable private liquor and cannabis retail industries.





SCENARIO NO. 1

In what situations should employees
not come to work in relation to
COVID-19?





Here's what you should do:

1

COVID-19 safety plan: employers in BC are required to develop a COVID-19 Safety Plan that outlines the policies, guidelines, and procedures you have put in place to reduce the risk of transmission.

2

Workplace policies: develop the necessary policies to manage your workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

3

Prohibit the following people from the workplace: anyone with symptoms of COVID-19, anyone under the direction of public health to self-isolate, and anyone who has arrived from outside of Canada

4

Daily workplace screening: this can be done by someone asking employees as they arrive at the workplace if they have any COVID-19 symptoms, are under the direction of public health to self-isolate, or have arrived from outside of Canada. You can also do through an app, online form, or through signage at the entrance.



SCENARIO NO. 2

An employee has tested positive for COVID-19.

What should an employer do?





Here's what you should do:

1

Ensure the following workers do not come to work: anyone who has had symptoms of COVID-19 in the last 10 days, is under the direction of PHO to self-isolate, or who has arrived from outside of Canada

2

Immediately isolate the employee and send them home to recover for the prescribed self-isolation period. Tell them to call 811 and consult their doctor for further advice.

3

Clean and disinfect the employee's workstation and/or the workplace and tools that they were using as part of their job.

4

Determine close contacts: ask the employee which coworkers they have been in close contact with within the prior two weeks. Any other employees who worked closely with the affected employee must also self-isolate and contact 811 to determine next steps.



Here's what you should do:

5

Alert other staff and see if anyone else is displaying symptoms: we will discuss suggested messaging and how to talk to your staff later in the presentation

6

Contact public health and follow any other directions provided..

7

Prepare for a WorkSafeBC inspection: you may receive a visit from WorkSafeBC who will want to ensure you have the appropriate protocols in place to protect staff and that your safety plan is up to date.

8

Clean your establishment and determine if you will temporarily close. If you decide to temporarily close and then reopen, we'll discuss suggested messaging later in the presentation.



Enhanced cleaning recommendations

It is likely you are already following an enhanced cleaning and disinfection regimen.

It is highly recommended that you clean and sanitize areas where the ill employee worked, and clean and disinfect all high touch areas. Examples:

- Employee break areas
- Employee washrooms
- Employee change-rooms
- Door handles and light switches
- Equipment handled by the employee



SCENARIO NO. 3

An employee tells you they have come into contact with someone who has COVID-19 or someone who has been directed by public health to self-isolate.

What should an employer do?



SCENARIO NO. 4

A customer tests positive for COVID-19.

What should an operator do?






FREQUENTLY ASKED QUESTIONS

What are your responsibilities as an employer, with respect to COVID-19 outbreaks and your employees?






Should I divulge the name of the individual who has tested positive for COVID-19 to other employees?



If an employee tests positive for COVID-19, do I have to report it to the provincial or federal government?




What medical information am I allowed and not allowed to ask my employees?



Can we ask an employee who has been tested to share a copy of their test results before returning to work?

How do we protect the rest of the staff in case the employee is not being truthful about returning to work?



Can staff question a customer if they think they have COVID-19 or are displaying symptoms?



What if an employee refuses to return to work
because they don't feel safe?

What if an employee raises concerns about unsafe
work because of COVID-19?




Do I need to pay my staff if I temporarily shut down because of a COVID-19 outbreak?

Is there government support I can direct them to?



What is COVID-19 Leave?



How do you suggest we review and update our COVID-19 safety plan, following a case or outbreak in the workplace?



WHAT'S NEXT

How to move forward post
COVID-19 case or outbreak...



ATTENTION:

Due to COVID- 19,
our store is closed
to the public.

HOWEVER

**Phone orders with
curbside pickups
available**

(709) 726-9663



How to communicate with your staff

1

Be kind by expressing sympathy for anyone who has tested positive: clearly communicate that they can count on you and the team to be supportive.

3

Be calm and consistent and have a **senior leader check-in on the employees** affected by COVID-19.

2

Be proactive by alerting others in the **workplace**: once you have spoken with the employee who tested positive and their close contacts, you can alert others in the workplace. See our sample communications.

4

Be inclusive and give employees an **opportunity to raise their concerns**: consider hosting a virtual meeting to answer questions. Follow-up with a written email laying out the steps your company will take to keep employees safe and healthy.



Key Messaging

- Be frank and honest with your staff
- Ensure your staff are OK and show that you care
- Remind employees they are safe at work and you have protocols in place to keep them and customers safe
- Make your staff part of the solution
 - Host a virtual meeting
 - Keep them updated on any changes to your safety plan
 - Ask how they feel about the protocols you have in place



How to communicate with your customers

1

There is **no need to advise customers** if you are not closing and/or have not be told by public health to do so.

3

Remind customers **how you are keeping them safe** and that your establishment is a safe place to visit.

2

If you are temporarily closing and/or need to advise customers, **use our sample messaging as a template.**

4

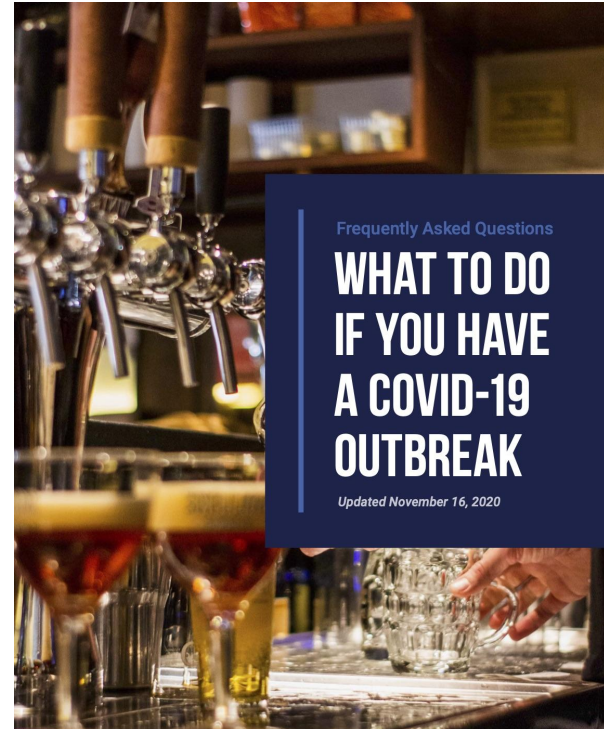
Other messaging: you take the health and safety of your staff and customers very seriously and you are working with public health and WorkSafeBC.



Free templates

Download ABLE BC's COVID-19 Outbreak FAQ and use our template to communicate with staff and customers:

- Sample message to customers: establishment temporarily closed
- Sample message to customers: establishment reopened
- Sample message to employees: COVID-19 infection in the workplace
- How to speak with an employee who has tested positive and their close contacts





Why you should join ABLE BC today...



We are your community

No one understands your struggles and challenges the way other ABLE BC members do. Or the way we do. We are industry; everything we do comes from your perspective.

We are your voice

We sustain deep relationships with Ministers and government officials so you can focus on running your business. When we speak, our voice is amplified by all of yours.



We can't do it without you

We hate to ask, but membership dues are our primary source of revenue. Without your support, we may not be able to continue working on your behalf. [Sign up now](#) to ensure you always have an advocate fighting for your interests.





Help us fight for you

We're here for you. And we're going to be here for you as long as it takes to get our industry back on its feet

- 01 | Keeping you informed: Weekly Industry Update emails
- 02 | Hearing from you: Virtual Happy Hours, webinars and zooms, surveys
- 03 | Being your voice at all levels of government and with industry
- 04 | Supporting the re-opening of our industry
- 05 | Fighting for liquor policy changes that help your businesses
- 06 | Tools and resources to support you; on-call support
- 07 | Coordinating with industry via BTAP (currently Chaired by ABLE BC)
- 08 | Ensuring support programs work for you





Questions?

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