

# #Here4YYC

## Operating safely with COVID-19



The Province of Alberta has announced their plan to cautiously reduce some of the physical distancing measures that have been in place since March 15, 2020. This will be a slow, phased approach that puts public health at the forefront. [Learn more about the government approach here.](#)

Since the beginning of COVID-19, The Chamber has been #Here4YYC, supporting your business when you need it most. We continue to have your back and will support you in re-opening your business.

We have compiled the below resources to support your business through the next phase of COVID-19. As this is a phased approach, business owners need to be flexible and prepared to close if cases of COVID-19 spike in the future.

### Toolkit

COVID-19 is changing the way businesses operate. The key to operating safely is keeping employees and customers safe while enhancing the customer experience.

#### Step One: Develop a Task Force

Develop a Task Force (similar to a safety or fire task force) of cross-functional stakeholders in the organization. The Task Force should:

- Be made up of three to five people,
- Include one senior leader, one middle manager and one staff/line employee,
- Designate a decision maker on the Task Force, allowing quick and effective implementing of your COVID-19 strategy,
- Stay up to date with changing guidelines and policies from federal, provincial, and municipal governments.

This Task Force will be responsible for developing a COVID-19 prevention strategy in your workplace, as well as ensuring guidelines and best practices are followed by all staff and customers.

Once your Task Force has been established, consider these guidelines:



### Step Two: Prepare your workspace

- Assign COVID-19 Task Force (similar to fire marshals) to lead your COVID-19 prevention plan.
- Define appropriate Personal Protective Equipment (PPE) for your workplace.
- Develop a [screening protocol](#) for your employees to take before every shift.
- Perform a deep clean of your workspace. Alberta Health Services offers these [guidelines](#) for cleaning of public spaces.
- We recommend hiring a professional cleaner to perform and initial deep clean of your workspace.
- Implement procedures for increased frequency of cleaning and disinfecting of high traffic areas including; common areas, public washrooms and showering facilities.
- Create a proper physical distancing set up, establish rules, and set up your business accordingly. Leverage signage and spatial markings to ensure co-workers always operate at six feet apart.
- [Post external signs](#) indicating COVID-19 physical distancing protocols, along with floor markings where service is provided or lines form.
- Ensure entry into the business, including lines, are regulated to prevent congestion.
- Set up your business with a single point of entry.
- No more than 15 people may gather in common areas. Congregation of people should be actively discouraged.

### Step Three: Prepare your employees

- [Screen your employees](#) before every shift to ensure they are healthy and have not been in contact with anyone with COVID-19.
- Employees exhibiting any COVID-19 symptoms must stay home and follow [quarantine guidelines](#).
- 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.
- Educate your staff on [physical distancing](#).
- Discourage employees from sharing each others equipment including phones, computers and tools.
- Train staff in proper [hygiene procedures](#).
- 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.

### Step Four: Prepare your customers

- [Post guidelines](#) at the entrance of your business regarding your expectations for customer behaviour including physical distancing, PPE usage and to not enter if they are exhibiting any symptoms.
- Require that customers use hand sanitizer upon entering.
- Limit the number of people in your business to ensure six feet physical distancing can be maintained.
- Place 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.
- No more than 15 people may gather in common areas or at one table.
- Reach out to the Chamber to aid with communicating the changes and readiness of your business for customers

### Step Five: Prepare your customers

- Sales registers should be six feet apart.
- Avoid cash exchanges and encourage tap payment when possible.
- Install screens between staff and customers if necessary.
- Disinfect transaction areas after each transaction.
- 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).



## Resources

- AHS has excellent information on [best business practices for business](#). They also have posters that can be [downloaded](#) and posted at your business.
- Government of Alberta: [Employer guide to occupational health and safety](#)
- Industry specific information: To be updated when available.

600, 237 8th Avenue SE Calgary, Alberta T2G 5C3

T 403 750 0400

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W [CalgaryChamber.com](http://CalgaryChamber.com)

 /CalgaryChamber

E [membership@calgarychamber.com](mailto:membership@calgarychamber.com)

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