

# Business Preparedness Plan: Moving forward through COVID-19

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Below is a list of items to think of to help you prepare as the policies for COVID-19 begin to be lifted or lessened. These items are presented to encourage awareness and protection for you, your staff and your customers/clients.

- Do you know the square footage of your store?
  - Calculating the square footage (3.70/per person m2 - keeping in mind the area of floor space occupied by displays)
- Have you developed a plan to manage capacity?
- Have you thought about the flow of foot traffic in your store?
  - Directional arrows through aisles, distancing markers, etc. might help customers navigate safely
- Are you able to rearrange your store to be more accommodating?
  - Will you be able maintain social distancing protocol within the store?
- Do you have an alternative method for handling transactions?
- How will you ensure the safety of your staff?
  - Do you have barriers for your front line staff?
  - Do you have face masks/shields for your staff?
- Do you have a spot to post your policies?
  - Communicating COVID-19 policies to employees and subcontractors is required (sanitization of store, how employees report illnesses, how to ensure physical distancing and if there are adjustments to how scheduling will take place)
- Do you have a procedure for sanitizing products?
- Is there a way you can adjust your services/procedures to accommodate the vulnerable populations?
  - Opening earlier, staying open later?
  - Offer curbside pickup? Deliver out to their vehicle?
- Do you have a plan or process for managing people waiting in line to get into your store?
- Are there ways that you can ensure that your staff are maintaining proper social distancing while completing their work?
- Familiarize yourself with the steps that need to be taken if an employee tests positive for COVID-19 due to exposure at work.
- Schedule a regular time to check in with public health updates and retrain/revise practices as needed.

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It is recommended that you look into preventative measures on an ongoing basis, and make adjustments accordingly. It is important to recognize that adjustments made today may need further adjustments tomorrow.

→ Employers can contact local public health units with questions on workplace infection protection and control related to COVID-19 infections

→ Helpful resource for preventing COVID-19 in the workplace: <https://www.ontario.ca/page/resources-prevent-covid-19-workplace>

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## Keeping yourself safe:

As things begin to open and we move forward, remember that it is still important to continue the practices that have been in place whenever possible.

- Wash your hands often with soap and water or alcohol based hand sanitizer
- Sneeze and cough into your sleeve
- If you use a tissue, discard it immediately and wash your hands
- Avoid touching your eyes, nose or mouth
- Stay home if you are sick
- Avoid contact with people who are sick
- Avoid high-touch areas, where possible, or ensure you clean your hands after
- If you are ill, notify your supervisor immediately, complete the self assessment and follow the instructions you receive
- Stay home whenever possible