



**MANITOBA
CHAMBERS OF
COMMERCE**



OPEN

**BACK TO BUSINESS
TOOLKIT**

Restoring Safe Services PHASE FOUR

jointhechamber.ca

MESSAGE FROM THE PRESIDENT

Manitoba Businesses Stay Ahead of the Curve – Continued Careful Reopening Key to Long-Term Success



Around the world, governments have taken different approaches to try to bend and flatten the curve of COVID-19 transmission – from complete lockdowns to quarantines and varying physical distancing orders.

From the outset, the Province of Manitoba has been transparent and evidence-based in the fight against the spread of COVID-19. Our progress is a direct result of the sacrifices and decisions that we have all made. COVID-19 has dramatically changed the way businesses operate, and as a result, Manitoba's economy has suffered. But to protect seniors and at-risk populations, while ensuring that our health care system can respond to this dangerous virus, we all have to keep doing our part – at home, in the community and at work.

The key to re-opening and operating safely is to prioritize employee and customer safety while adapting the customer experience. The MCC, together with Chambers of Commerce and Boards of Trade across the country, are calling for coordination and collaboration by provincial and territorial governments on [six critical elements](#) to reopening that champion individual safety and economic stability.

It will be a while before COVID-19 is behind us. Until then, guidelines will continue to be in place for businesses and organizations, and restrictions such as those on large gatherings and international travel will remain. But some things have gradually become a little easier. [Phase 1, Phase 2, and Phase 3 of Restoring Safe Services](#) have been a success as Manitobans approached our economic relaunch with the same adaptability and resilience we have shown throughout the pandemic; moving forward together with care and common sense.

In this time of unprecedented uncertainty, we want our members and the broader business community to find the answers they need to their most pressing questions. We have been proud to provide expert guidance and valuable information through our newsletters and on jointhechamber.ca to help companies navigate their next step.

As we move into Phase 4 and have successfully reopened most Manitoba businesses and services and begin to further expand capacities in others, I encourage you to guard against complacency. Be patient so the sacrifices we have already made to contain the virus are not wasted by carelessness. There are important things you can do to protect yourself, as well as your loved ones, neighbours and colleagues. Together, we can take these actions to keep the curve flat, while doing more to improve our personal well-being, restart our economy, and strengthen our connections in our communities.

We are pleased to provide you with this Phase 4 Back to Business Toolkit, and we are here to support you. Do not hesitate to contact us if you need us.

We are One Province, One Economy, One Network.

Working on your behalf,

Chuck Davidson,

**THE VOICE
OF
BUSINESS**

PHASE FOUR TOOLKIT FOR BUSINESSES – Effective JULY 25th, 2020

INTRODUCTION:

Manitoba's steps to safely ease public health measures are part of an overall strategy - one that is gradual, evidence-informed, and proportionate to the level of COVID-19 infection and risk in the community - and in keeping with the pandemic goals of minimizing serious illness/death and societal disruption.

This roadmap highlights critical public health measures that will be in place for the duration of the COVID-19 pandemic and identifies the criteria for easing public health measures. It provides recommendations on how to operationalize and implement mitigation strategies, outlines the initial measures that can be eased, and sets out options for future changes.

All of these steps have been developed with advice from the chief provincial public health officer and in consultation with stakeholders. As the situation evolves, information within this document will be clarified and updated based on the expert advice from public health and workplace health and safety officials.

If public health results deteriorate or guidelines are not sufficient, Phase 4 measures may be paused and previous measures may be re-introduced.

As the Voice of Business the Manitoba Chambers of Commerce is proud to have developed a series of business reopening toolkits to help businesses answer critical questions before they can reopen safely.

This Phase 4 toolkit provides guidance on preparing your workplace, employees and operations to resume while ensuring physical distancing, and also provides links to official resources such as public health signage, sector-specific guidelines and more. Information and resources will be updated regularly on the website as guidance from the Province of Manitoba, Shared Health Manitoba and the Public Health Agency of Canada.

Proposed updates, outlined below, are in addition to those introduced in [Phase One](#), [Phase Two](#) and [Phase Three](#). If changes are not noted, conditions outlined in earlier phases continue to apply, including overall requirements such as self-isolating when showing symptoms and maintaining two metres of physical distancing. Critical services can continue to operate. Detailed public health guidance for businesses is available at manitoba.ca/covid19/restoring.

When in doubt please click here to review our comprehensive [Phase 3 Toolkit](#) as these guidelines remain in effect or refer to the information contained in [Workplace Guidance for Business Owners](#) or visit EngageMB.ca if you have any questions.

DON'T MISS! Our [Preparing Your Business to Be Open During COVID-19](#) guide, information on where to obtain **PPE**, **sanitizer** and more located on page 12. Please also visit page 12 for links to **free signs** for your business.

Find more **COVID-19** support and other programs and services
for your business at jointhechamber.ca

PHASE THREE TOOLKIT FOR BUSINESSES – Effective JULY 25th, 2020

STANDARD GUIDELINES TO PREVENT THE SPREAD OF COVID-19 IN PUBLIC LOCATIONS

Common and practical routines can ensure that patrons, clients, visitors and staff remain safe and feel safe in public spaces. This includes:

- staying home when experiencing symptoms, even if symptoms are very mild;
- ensuring people are able to reasonably maintain two metres of distance;
- only conducting necessary and brief exchanges within two metres of others;
- applying enhanced cleaning protocols, especially in common areas like washrooms;
- maintaining social (physical) distancing and food handling protocols in workplace areas including lunch and common areas; and
- following individual risk reduction measures found at:

www.gov.mb.ca/covid19/prepareandprevent/index.html#reducerisk

PUBLIC GATHERINGS:

CHANGE: Indoor gathering limits are increased to up to 50 and outdoor gathering limits are increased to up to 100 people.

Public gatherings of 50 people will be allowed indoors and 100 people outdoors, where members of the public are reasonably able to maintain a separation of at least two metres from others, except for brief exchanges. This change also applies to social gatherings, worship, weddings and funerals, as well as pow wows and other Indigenous cultural and spiritual events. **These gatherings must follow public health guidelines for the venue where they are being held.**

Larger group sizes are allowed where distinct groups of 50 or 100 can be separated to prevent contact with other groups.

- The maximum number of people permitted indoors is 50 and outdoors is 100, except where distinct groups of 50 or 100 can be separated to prevent contact with other groups. Indoor gatherings are permitted with a maximum group size of 30 per cent of the site's capacity provided the group can be physically divided into sub-groups of 50 or fewer. Each sub-group must be able to arrive, depart and participate in the gathering without co-mingling with members from any other sub-group. Adequate physical distancing must continue to be provided for all participants.
- Larger outdoor gatherings are permitted, provided the gathering can be physically divided into sub-groups of 100 or fewer. Each sub-group must be able to arrive, depart and participate in the gathering without co-mingling with members from any other sub-group. Adequate physical distancing must continue to be provided for all participants.

People socializing together at indoor or outdoor public settings (e.g., restaurants, bars, patios), as well as at private events (e.g., weddings, funerals), are advised to physically distance themselves from members outside of their household, except for brief exchanges. This means that seating arrangements should allow for a two metre/six foot separation between chairs.

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When standing at events, a two metre/six foot separation is also recommended for non-household members. As has always been the case, members of the same household do not need to physically distance themselves from each other, at home or in public or private settings.

Gathering organizers are asked to keep groups contained, and not let new people enter as other people leave. This is to ensure contact tracing can be done if someone tests positive for COVID-19.

It is recognized that peaceful public rallies may take place. In the event these are organized, participants can use medical or non-medical masks and should practice physical distancing of two metres except for brief exchanges.

[Click here](#) to view the guidelines for vocalists, instrumentalists and faith-based organizations are available at: manitoba.ca/covid19/restoring/guidelines.html.

[Click here](#) to view the specific guidelines that have been developed in collaboration with the Assembly of Manitoba Chiefs and Manitoba Keewatinowi Okimakanak to ensure physical distancing is followed for drum groups, dancers and singers that are integral to these gatherings.

People are reminded to stay home if they are feeling unwell, even if their [symptoms](#) are mild. This means not attending any activities outside of your home.

People are also reminded to use the [self-assessment tool](#) or contact Health Links - Info Santé for information on getting tested.

VISITS IN PERSONAL AND LONG-TERM CARE SETTINGS

The goal of the Manitoba government is to support the health and wellbeing of residents and their loved ones. Steps are underway to support increased visitation at personal care and long-term care facilities.

However, it is clear that there are no risk-free options with COVID 19. The virus is still in Manitoba, and residents in these facilities remain uniquely vulnerable. Thus, a balanced approach to visitation is required which mitigates risk of COVID 19 transmission, while allowing for interaction by residents with families and friends so that the risks of isolation brought on by strict, universally applied visitor restrictions are addressed.

Facility operators are required to communicate visitation plans to residents and their loved ones. Each site and region must develop a rapid problem-solving and appeal process to ensure resident and family concerns related to visitation are addressed in a timely manner. Due to differing layouts and the varied needs of residents and families, each site will need to develop specific plans for enabling outdoor/indoor visitation.

The health system and facility operators will continue to review visitation policies and processes to ensure the safety of residents in these facilities. The policies that are now being extended will be monitored and rescinded in part, or in whole, should conditions require, and rescinded immediately if there is evidence of virus spread or outbreak.

INDOOR VISITATION

Each resident or designate can identify two support people who will simultaneously be able to visit the resident's room indoors, for unlimited visitation time. Support people are defined as

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only those close family and/or friends who have a clearly established pattern of involvement in providing active care and support to the resident's emotional wellbeing, health, and quality of life. These family caregivers will participate regularly in the care of the residents.

In addition, residents/ designates may identify general visitors who wish to visit for social reasons. Although outdoor visits are preferred for general visitors, sites may consider some visits from general visitors in resident's room if the resident is in a single room or required physical distancing can be maintained.

For double and multi-bedded rooms or for other reasons where caregiving or visiting in the room of the resident is not possible, an alternative indoor space may need to be identified. Screening of all indoor visitors must occur prior to entry. Indoor visitation will be permitted provided that the visitor(s) meets the following three requirements:

- is symptom free;
- wears a mask while in the personal care home (or additional/other personal protective equipment as mandated by the facility); and
- travels straight to the resident's room without loitering in any common areas or other resident rooms in the personal care home, and avoids touching surfaces in the facility en route to the resident's room.

A plan must be developed by the facility in collaboration with the resident/designate to determine the nature, duration, frequency, and timing of the visits by indoors visitors (both support persons and general visitors). Family and friends of the residents will be treated with compassion and understanding to accommodate special circumstances. Visitors will be provided with access to basic facilities such as washrooms.

Facility operators will determine when residents can have visits. Operators may implement regularly scheduled visits through a booking system or designated drop-in times and provide reasonable flexibility to accommodate for varied circumstances of residents and families, e.g. family members who work.

For indoor visits, masks will be required.

OUTDOOR VISITATION

Outdoor visits are preferred and encouraged for general visitors to help keep the number of individuals entering the facility to minimum. Outdoor visits will be allowed for a reasonable number of visitors per resident (as an example, up to four people at a time, depending on the appropriate space availability).

Based on risk evaluation and clinical judgement and in collaboration/ discussion with the resident/ delegate, the site may be unable to facilitate outdoor visits for certain residents and/or due to inclement weather.

Off-property visits are not recommended given the risk to residents and to the facility associated with unknown nature of contacts, exposure and other required safety measures. However, low-risk activities for residents and families should be supported, such as walks around the property/block.

For outdoor visits, mask use is encouraged.

PUBLIC GATHERINGS: POW WOVES AND OTHER CULTURAL AND SPIRITUAL INDOOR GATHERINGS, STAGE PERFORMANCES, AND MOVIE THEATRES

CHANGE: eliminating the need for cohorts and resuming live theatrical performances and reopening movie theatres

Changes include easing restrictions for faith-based gatherings, including pow wows and other cultural and spiritual events, resuming stage performances and reopening movie theatres.

For faith-based gatherings, the site capacity will be a maximum of 30 per cent or 500 people, whichever is lower. Sub-groups or cohorts are no longer required. If preferred, organizations can continue to allow cohorts of 50 people to a maximum of 30 per cent of a site's capacity, with no cap on the number of attendees. Members of the public must be able to reasonably able to maintain a separation of at least two metres from others, except for brief exchanges.

This change does not apply to social gatherings, weddings and funerals, or other organized gatherings or events. These gatherings must follow public health guidelines for the venue where they are being held.

Stage performances and movie theatres may reopen, at a capacity of 30 per cent of the site's capacity or 500 people, whichever is lower. Sub-groups or cohorts are not required.

Physical distancing must be possible between individuals, households and small groups of people travelling to the event together. People should stay home and self-isolate when showing symptoms as well as follow restrictions related to singing, musical instruments and dancing continue.

Sites must also address physical distancing in areas where patrons may congregate between shows, performances or acts of a play at intermissions.

Detailed public health guidance for these events/locations is available at: manitoba.ca/covid19/restoring.

RETAIL BUSINESSES AND INDOOR RECREATION, INCLUDING ALL NON-SMOKING SITES WITH VLT LOUNGES, BINGO HALLS, BILLIARD ROOMS, AND OTHER INDOOR AMUSEMENT CENTRES, PERSONAL SERVICES, AND THERAPUTIC OR HEALTH CARE BUSINESSES:

CHANGE: allowing the use of non-permeable barriers (e.g. plexiglass) for distances less than two metres.

Changes include allowing closer than two metre/six foot distancing within personal services settings such as therapeutic services and hair and nail salons where a non-permeable physical barrier (e.g. Plexiglas) is installed. Occupancy levels will remain the same as in [Phase Three](#).

Requirements for self-isolating when showing symptoms and physical distancing continue.

Detailed public health guidance for businesses is available at: manitoba.ca/covid19/restoring.

CASINOS:

CHANGE: re-opening casinos.

Proposed changes include opening casinos, with a maximum occupancy of 30 per cent of the site's capacity (including staff).

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Physical distancing between individuals, households and small groups of people travelling to the casino together must be in place. Frequent, enhanced and regular cleaning and wiping of surfaces is required. People should remain in self-isolation if showing symptoms.

Detailed public health guidance for businesses is available at: manitoba.ca/covid19/restoring.

DEFERALS

While Manitoba's response to COVID has been led by evidence and the advice of our public health professionals, success depends on Manitobans being on-side and willing to following public health direction. This guidance reflects the feedback of Manitobans and public health advice to ensure people are comfortable with the guidance provided.

Public health officials will review possible adjustments on a week-by-week basis and make any additional changes based on the public health situation at the time.

PUBLIC GATHERINGS

Any changes to indoor and outdoor public gathering sizes have been deferred at this time. [Phase Three](#) public health guidance continues to be in effect.

TRAVEL REQUIREMENTS

Any changes to travel restrictions have been deferred at this time. [Phase Three](#) public health guidance continues to be in effect, including 14-day self-isolation requirements for those traveling into Manitoba from eastern and southern Ontario, Quebec and Atlantic Canada.

BARS, BEVERAGE ROOMS, BREW PUBS, MICROBREWERIES, AND DISTILLERIES

Any changes to services at bars, beverage rooms, brew pubs, microbreweries and distilleries have been deferred at this time. [Phase Three](#) public health guidance continues to be in effect.

RESOURCES FOR YOUR BUSINESS

Click here to view our [Preparing Your Business to Be Open During COVID-19](#) guide for recommendations on operational plans, cleaning and disinfecting and more. Additional resources include [Workplace Guidance for Business Owners](#) and [Reopening Canada's Economy - A National Guide for Business](#) developed by the Canadian Chamber of Commerce.

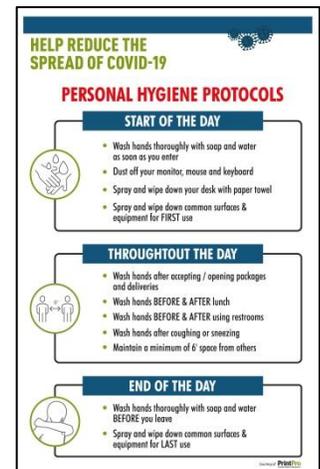
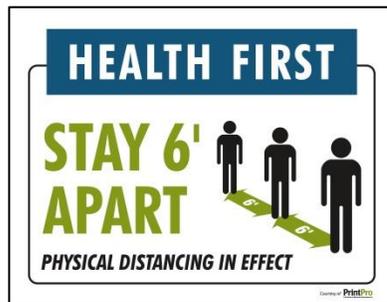
PPE, Sanitizer, Disinfectant & More:

[B2Bmanitoba.ca](#) is a brand-new online marketplace to help connect businesses that need non-medical grade personal protective equipment with suppliers. If you're seeking masks, gloves, social distancing and hygiene protocol signage, acrylic dividers, or other supplies to help you open and operate safely, this directory can connect you with companies that manufacture and sell these goods.

SIGNS:

Please click on any of the images below to download these important posters that you can print for your business courtesy of [PrintProWinnipeg](#).

Additional health and safety awareness graphics and information from the Government of Canada are [available here](#). Additional operations signage from [Canadian Business Resilience Network](#) (led by the [Canadian Chamber of Commerce](#)) can be [found here](#).



SYMPTOMS OF NOVEL CORONAVIRUS (COVID-19), a cold and the flu	COVID-19 (Novel Coronavirus)	COLD (Viral upper respiratory)	FLU (Viral lower respiratory)
Fever	Common	Rare	Common
Cough	Common	Common	Common
Sore throat	Sometimes	Common	Common
Shortness of breath	Sometimes	No	No
Fatigue	Sometimes	Sometimes	Common
Active joint pain	Sometimes	No	Common
Headaches	Sometimes	Common	Common
Runny nose	Sometimes	Common	Sometimes
Diarrhea	Rare	No	Sometimes
Sneezing	No	Common	No



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ENFORCEMENT

As restrictions are eased, the oversight, investigation and enforcement of violations will become increasingly more important.

Downtown BIZ ambassadors, Bear Clan members and other similar volunteers have been engaged to facilitate education about enforcement. Operation Safe Apart, promoting and enforcing physical distancing orders, includes community public safety organizations (like Citizens on Patrol) and other qualified volunteers to provide information and direction to people in public spaces about the physical distancing rules and directions.

Public health and state of emergency orders for businesses will be enforced by public health inspectors, liquor, gaming and cannabis authority inspectors, occupational health and safety officers and by-law officers. Police, as well as provincial and First Nations peace officers, will enforce these orders related to public gatherings and self-isolation.

Park patrol officers, conservation officers and other park staff will also enforce these orders in provincial parks starting May 8th, 2020 and park attendants, interpreters and beach safety services will provide education and monitor compliance.

Penalties for violations for individuals or corporations under the legislation range from fines of up to \$50,000 or \$500,000 and/or six months or up to a year imprisonment. Tickets can also be issued for violations under any of the orders in the amount of \$486 for individuals and \$2,542 for corporations.

Officials will continue with the system of escalating enforcement, including education, warnings and tickets.

**Find more COVID-19 support and other programs and services
for your business at jointhechamber.ca**