

PREPARING YOUR BUSINESSES TO BE OPEN DURING COVID-19

DEVELOP A PLAN

As Manitoba's phased re-opening of the economy continues, we encourage all businesses and organizations to create a plan for re-opening if you have been closed. For those who have remained open during the crisis, be sure that you are complying with all requirements – starting with creating a COVID-19 Operational Plan (further details below).

The high-level requirements we recommend for businesses and organizations reopening their operations in the coming days and weeks are:

- Develop a COVID-19 Operational Plan
- COVID-19 Awareness (signage)
- Pre-Screening Tool
- Physical Distancing
- Cleaning and Disinfection Procedures
- Facilitating Personal Hygiene Etiquette
- Personal Protection Equipment (PPE)
- If You Cannot Ensure Physical Distancing
- Adherence to Sector-Specific Guidance (as detailed in the previous section)

OPERATIONAL PLAN

In order to open your business, you must develop a COVID-19 Operational Plan outlining how daily operations will be managed to meet the additional measures outlined by the Province of Manitoba and summarized in this document. Your first step should be conducting a risk assessment (# and intensity of contacts, social distancing) within your operation and identify appropriate mitigation measures.

The Province of Manitoba does not intend to review operational plans in advance but may ask to see your plan during a scheduled or unscheduled visit by provincial officials. Your Operation Plan should include but not limited to: 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 required. Signage should be placed at a minimum at any common entrance and where people tend to congregate.

PRE-SCREENING TOOL

Businesses and organizations should advise that staff and patrons who are either symptomatic and/or have been advised by Shared Health Manitoba to self-isolate, should remain home and not enter the premises. Business owners and managers should actively pre-screen staff before the beginning of each shift.

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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 (with the exception of members of the same household or ‘bubble’). 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.

In situations where physical distancing is not possible, refer to the section, below.

CLEANING AND DISINFECTION PROCEDURES

All common areas must be cleaned and disinfected twice daily, or more often as required (e.g., if soiled). It is not yet known how long the virus causing COVID-19 lives on surfaces, however, early evidence suggests it can live on objects and surfaces from a few hours to days.

Items such as countertops, chairs (including below the front of the seat), rental/shared equipment, cashier equipment, POS stations, credit card readers, light switches, public washrooms, doorknobs, handrails, and furniture will need to be disinfected more frequently throughout the day. Depending on your business you will also have to develop a routine around cleaning other public areas, employee areas, company vehicles, offices, workstations, phones, keyboards, staplers, and other work equipment.

Disinfecting solutions should be at every public interaction area and employee work area and a plan should be made as to how often areas are cleaned and disinfected. Use disposable gloves when cleaning surfaces. Make sure that other staff and patrons are removed from the area during clean-up.

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 or latex gloves) and /or eye protection (safety glasses, goggles, or face shield)

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CUSTOMER CONTACT RECOMMENDATIONS:

- Sanitize hands after physical interaction with a customer or any monetary exchange.
- Sanitize any areas that a customer has touched at a service counter before interacting with the next customer.

DISINFECTING SOLUTIONS:

When cleaning public spaces, choose products that clean and disinfect all at once (e.g. premixed store-bought disinfectant cleaning solutions and/or wipes when available).

- Cleaning products remove germs, dirt, and impurities from surfaces by using soap (or detergent) and water. Cleaning does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
- Disinfecting products kill germs on surfaces using chemicals.

Use only [approved hard-surface disinfectants](#) that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms the disinfectant product is approved and safe for use in Canada.

If this is not available the following are additional options:

- To make a bleach solution, mix 5 tablespoons (1/3rd cup) bleach per gallon of water, OR 4 teaspoons bleach per quart of water
- Alcohol solutions with at least 70% isopropyl alcohol may also be used

Read labels carefully and research before mixing chemicals.

FACILITATING PERSONAL HYGIENE ETIQUETTE

All employees should ensure they understand and comply with the infection prevention policies and practices in place in their workplaces. These include but are not limited to:

- Washing hands often with soap and water for at least 20 seconds.
- If soap and water are not available, use an alcohol-based hand sanitizer is required.
- Avoiding touching eyes, nose and mouth.
- Cough or sneeze into the bend of the arm.
- Avoiding touching surfaces people touch often.
- Instead of a handshake, give a friendly wave or elbow bump.
- Use any necessary personal protective equipment, as directed.

Businesses and organizations will need to ensure that they are enabling thorough and frequent hand hygiene for patrons and staff by educating, sign posting, 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.
- Hand wash signs must be posted.

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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, the following steps should be considered:

- Markings have been placed at least six feet apart at customer line areas inside the store and/or on sidewalks to public entrances.
- Aisles are marked with 1-way directional notices.
- Order areas are separated from Pick up areas to prevent customers from gathering.
- Implement or maintain physical barriers for high-contact settings (e.g. see-through shields at cashier stations).
- All desks, customer service areas and seating, individual work stations, or work areas need to be separated by at least six feet. (Recommended)
- Plan for crowd control – develop a policy on how you will monitor the number of customers onsite and how you will be notifying arrivals when the maximum allowed has been reached, along with what steps they should do to wait.

As business leaders we must prioritize the health and well-being of our teams, our customers, our communities and ourselves. We can all do our part in preventing the spread of COVID-19. Manitoba businesses – and all the people behind those businesses – should feel proud of the job we have all done to get this far. But the work is not over yet, and so as we all carry on in the days, weeks and months ahead, remember: we have been, and continue to be, in this together. We will succeed together.

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

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