

Township of North Glengarry Business Reopening Toolkit

Township of
NORTH GLENGARRY



BUY LOCAL › ACHAT LOCAL

May 2020

Township of North Glengarry

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Information provided in this document should not be construed as legal advice or to replace specific instructions that may be issued by the Township of North Glengarry, the Eastern Ontario Health Unit or the Province of Ontario.

Introduction

May 2020

Since the start of COVID-19; and the closure of all non-essential businesses in our region to the public; it has become increasingly apparent just how much we, as a community, rely on our local businesses. Our local businesses provide not only services to the community – they also employ a large percentage of our residents.

It will certainly be anything but business as usual when we do reopen, but we will do so with a positive outlook and we will do so together. In the past, when we as a community have undergone hard times, our business community has shown resilience and the ability to cope and change with disruption. The speed at which many North Glengarry businesses have adapted to curb-side pick-up, home deliveries, call-in and on-line orders, demonstrates that they have done so again.

The Township is here to help. Staff is available to support businesses with their reopening efforts. Feel free to direct your questions and inquiries to info@northglengarry.ca or call the Township at 613-525-1110.

As part of this support, Township staff created a [Business Reopening Information resource page](#) on the Township website as well as this resource document, which provides information and links to assist businesses during their reopening process. All businesses are asked to follow directives from the [Province of Ontario](#) and the [Eastern Ontario Health Unit](#).

The following document provides a good summary of things any business looking to reopen should consider.

The Province of Ontario has developed over [90 sector-specific guidelines](#) in collaboration with the various workplace safety and injury prevention boards and organizations. This document is not a substitute for those guidelines and we recommend that you read over any sector guidelines that may pertain to your place of work. Physical distancing, health screenings, physical barriers, frequent hand washing and surface cleaning, and use of personal protective equipment (PPE) will become the new normal until a vaccine is made available. This information is designed to help you prepare to reopen once your business type has been given permission to do so by the Province of Ontario and does not in itself imply permission to reopen. This is not a legal document and employers are advised to seek legal advice.

As COVID-19 evolves, you are invited to visit the Township of North Glengarry's [website](#) for the latest news, government supports and related information.

Jamie MacDonald
Mayor

Before you start

Can your business operate at this time?

Ontario has provided a [staged approach to reopening the province](#), but has not provided firm dates for all stages.

- Businesses providing essential services are open. More information is available [here](#).
- Requirements that apply to all businesses in Ontario can be found [here](#).
- A summary of all sectors affected by emergency orders are available [here](#).

For additional information on impacts to your business or employment, read the [frequently asked questions](#) on the Government of Ontario website or call the Stop the Spread Business Information Line at 1-888-444-3659.

Consult the Guidelines for your workplace

Return-to-business checklists and templates:

- Click here to download the [Workplace Safety & Prevention Services \(WSPC\) Pandemic Recovery Return-to-business](#) checklist.
- Guidelines for Business from the Eastern Ontario Health Unit available on the [COVID-19 webpage](#).
- [Retail Council of Canada: Retail Recovery Checklist and Templates](#) (applicable to more than retail businesses) & the [Recovery Playbook Best Practices](#).
- Posters to assist with reopening available on the Township's [website](#).

Steps Towards Reopening Your Business

Be Prepared to Communicate

Determine the goals of your communications activities to:

- Ensure your staff, customers and suppliers have a clear understanding of the situation and rules that are in place.
- Explain the roles, responsibilities and procedures your staff, customers and suppliers must abide by.
- Provide confidence that your business is being safely operated.

Your audiences for these communications are:

- Your staff, including volunteers and family members lending a hand.
- Your customers.
- Your suppliers, including couriers and other delivery services.

Depending on the nature of your business, you likely have numerous communications channels at your disposal to convey the required information, including:

- Staff, Customer and Supplier email list and phone numbers.
- Direct mail or unaddressed ad mail.

- On-line presence – Social media / Website.
- Traditional paid advertising – billboards, newspaper, TV, radio, etc.
- Space around or inside your business for signage.

Internal Communications

For internal communications with your staff, communicate the procedures they will need to follow to ensure a safe environment for staff, customers and suppliers alike. Employers should consult with Joint Health and Safety Committees/Health and Safety Representatives in the workplace on measures to protect workers in the workplace.

It may also be advisable to conduct a teleconference or video conference with staff prior to their arrival on site in order to provide additional re-orientation and address any questions or concerns they may have, including about proper PPE usage. When onsite, conduct a walk-through with staff and highlight any changes from previous operations.

Signage/posters in staff areas of your business can provide guidance and reminders related to proper hygiene, social distancing and PPE usage. Posters are provided on the Township’s [website](#).

External Communications

For external communications with customers and suppliers, much of the same health and safety information and procedural instructions must be conveyed. In your communications with customers, consider being proactive in an email or newsletter and on your website and social media ahead of your reopening.

Tell customers and suppliers:

- When you will be reopening.
- Your hours of operation.
- The rules they will need to follow and any impacts this may have on your services.

Providing clear expectations and practical instructions ahead of time will help ensure everyone is on the same page, avoid disappointment if there are some service disruptions and help enable smooth operations.



Additional signage/posters in your business are also important to ensure everyone onsite has important information readily available about procedures (for example, where to form socially distant lines at the checkout counter) and health and safety protections (such as the use of PPE, hand sanitizer stations and social distancing). Remember that not everyone visiting your operation will have seen your proactive communications.

If you have the budget and/or capacity, consider also including this information in any flyers or print advertising your business is using.

As the pandemic continues and the rules in place change, follow-up communications with staff, customers and suppliers will likely be required through the same channels outlined above. Additionally, it may be helpful to provide a Q&A or Frequently Asked Questions document, if you find you or your staff are regularly being asked similar questions as the situation carries on.

Above all, work to ensure your staff, customers, and suppliers are informed about what is going on and how they can contribute to a successful outcome. It is important for everyone to be aware that we are all in this together.

Be Prepared in the Workplace

- Identify who will return to work, prepare a staff schedule and notify employees.
- Consider assigning employees at higher risk (older adults and those with underlying medical conditions) to duties that allow them to work from home or minimize their contact with clients/customers and other employees (e.g., managing inventory rather than working as a cashier, managing administrative needs through telework).
- Encourage employees to not come to work if they have symptoms of COVID-19. Employees should complete a health screening questionnaire before each work shift. If employees develop symptoms while at work, they should notify their supervisor and return home. Employees with symptoms should check the Eastern Ontario Health Unit [website](#) for the latest guidance on next steps.
- Identify and implement return to work guidelines so employees know what measures they need to take before returning to work after illness (completion of self-isolation, symptom free period, etc.). Further information on self-isolation expectations is available on the Eastern Ontario Health Unit [website](#).
- Circulate health and safety information, and ensure employees are trained on new business protocols (space reconfigurations, plexiglass shields, etc.) as well as the use and requirements for protective equipment such as non-medical masks (i.e. cloth masks) and gloves.
- Identify backup personnel for key business operations in case employees fall ill and/or are unable to perform their responsibilities. Specifically, identify back-up personnel that can be authorized to make decisions in case of absenteeism.
- Consider developing or modifying flexible and special leave policies for employees during the crisis (e.g., giving advances on future sick leave or allowing employees to donate sick leave to each other) and provide that information to your employees.
- Request that employees identify whether they work at more than one job. This will support case and contact management by public health professionals if necessary.
- Define how they can address customers and suppliers who may not be following the health and safety procedures.

Be Prepared with Signage & Resources Material

A complete digest of sector specific information and downloadable resources are available on the Township's [website](#).

Be Prepared for Physical Distancing

- Consult the [Physical Distancing Guide](#) from Public Health Ontario.
- Practice physical distancing (staying 2 metres away from others) and allow anyone who can to work from home.
- Limit the number of people working in one space so that they can distance themselves from each other, and stagger start times and break times.
- Reposition workstations to increase physical distances.
- Install barriers and partitions.
- Reschedule unnecessary visits to the workplace.
- Schedule appointments and pick up times to limit the number of people in one place at the same time. Schedule a time buffer between appointments to limit potential contact.
- Reduce the number of people in your premises and monitor the number of people on site.

Be Prepared for Hand Hygiene

- Consult the [How to wash your hands factsheet](#) from Public Health Ontario.
- Practice and encourage proper hand hygiene (regular hand washing and sanitizing)
- Have all employees and visitors wash their hands thoroughly with soap and water, or an approved alcohol-based hand sanitizer if soap and water are not available, before entering the workplace, after contact with others, or with surfaces others have touched. Be sure to keep an adequate supply of soap, paper towels, etc. on hand and ensure regular hand washing is occurring, especially before breaks and at shift changes. Provide staff with hand sanitizer for their use when receiving deliveries, interacting with the public, etc.
- Train staff and the public on proper hand hygiene techniques and display posters near hand washing stations and hand sanitizer dispensers: [How to Wash your hands & How to use hand sanitizer](#)
- Cough or sneeze into your sleeve and wash your hands afterwards.
- Avoid touching your face, especially your eyes, nose, and mouth.

Be Prepared for Cleaning & Disinfecting and Reduce Touchpoints

- Consult the [Cleaning and Disinfection for Public Settings factsheet](#) from Public Health Ontario.
- Consult the Health Canada: List of disinfectants and hand sanitizers for use against COVID-19: [Click here for the list of disinfectants](#) & [click here for the list of authorized hand sanitizers](#)
- Develop a thorough cleaning and disinfection plan for common areas, washrooms, sales areas, staff rooms and employee workstations.
- Establish community safety measures such as public hand washing stations.
- Limit any sharing of food, tools, equipment or supplies. Disinfect any shared items between use or customer.
- Ensure frequent and regular cleaning of workspaces, with particular focus on high touch surfaces (doorknobs, photocopiers, AV equipment, etc).

- Limit in-person meetings and replace with video or conference calls. Keep surfaces and objects clean.
- Have proper training for all employees on handling cleaners and disinfectants safely and have Material Safety Data Sheets available and bottles/containers properly labelled. Follow all manufacturer's instructions when mixing cleaners or disinfectants.
- Train everyone on how to keep their work surfaces, devices, screens and equipment clean.
- Sanitize the workplace thoroughly and often. Increase frequency of cleaning surfaces and common areas, such as door handles, entryways, light switches, elevators, buttons, PIN pads, washrooms, and kitchens. Commonly touched areas should be cleaned at least once every two (2) hours.
- Remove loose items such as condiments, stir sticks, pens, straws, pamphlets, brochures, and other items that may be touched by multiple people.

Be Prepared to Screen

- Be prepared to learn the symptoms of COVID-19 on the Eastern Ontario Health Unit's [website](#) in order to prevent contact with potentially infected people.
- Screen workers regularly for health issues and ensure that you or your coworkers stay home if you or they have symptoms or are in close contact with someone who has symptoms.
- Formalize your screening process and have all staff complete a screening checklist before entering the worksite. Advise staff to stay home when sick and to visit the local assessment centre. Stay home until the test results are known, and if the test for COVID-19 is positive, to follow public health advise and self-isolate for 14 days and until symptoms have been resolved.
- Post signs for the public on the door advising them to stay home if they are sick or have any of the COVID-19 symptoms. Where possible, offer delivery or another modified service to those who are sick to encourage them to remain home.

Be Prepared to Ensure Your Supply Chain

- Identify core products and services.
- Engage with critical suppliers to confirm availability of inventory and supplies.
- Confirm enough inventory and supplies on-site (including necessary protective equipment).
- Coordinate delivery schedules to reduce the number of possible interactions between suppliers.
- Conduct end-to-end supply chain risk assessments and prioritize critical focus areas.
- Develop contingency plans with a diversified supplier network.

Be Prepared to Obtain Help

A wide array of financial support programs continue to be available from the federal and provincial governments. A [summary document](#) containing information on the various government support programs is available on the Township's [Business Reopening Information](#) webpage.

Stay Informed

Keep up to date on best practices. Consider regular times to check in with public health updates and retrain/revise practices as needed.

The links below are provided for your convenience.

Resources and Contact Information for the Township of North Glengarry

- Consult the [Business Reopening Information](#) webpage
- Find new information as well as links to online resources at www.northglengarry.ca
- Follow the Township's [Facebook](#) page
- Send emails to info@northglengarry.ca
- Call the Township of North Glengarry: 613-525-1110

Business Support Organizations

- Alexandria and District Chamber of Commerce [website](#)
- Business Development Bank of Canada: [Support for Entrepreneurs impacted by coronavirus](#)
- Business Development Bank of Canada: [Business continuity plan and templates for entrepreneurs](#)
- Canadian Chamber of Commerce: [Pandemic Preparedness for Business](#)
- Canadian Chamber of Commerce & Government of Canada - [Canadian Business Resilience Network](#)
- Eastern Ontario Health Unit: [COVID-19 Information](#)
- Export Development Canada: [Managing Impact on Global Supply Chains](#)
- Employment Insurance and Labour and Occupational Health and Safety: [Coronavirus disease \(COVID-19\) – Employment and Social Development Canada](#)
- Government of Canada: Coronavirus disease (COVID-19): [Resources for Canadian businesses](#)
- Maxville and District Chamber of Commerce [website](#)
- Provincial Links (Ontario): [How Ontario is Responding to COVID-19](#)
- United Counties of Stormont, Dundas and Glengarry: [Resources for Employers, Employees and Residents](#)

Public Health

- Ontario Ministry of Health - [Twitter](#), [Facebook](#), [Web - Ontario COVID-19](#)
- Health Canada / Public Health Agency of Canada - [Twitter](#), [Facebook](#), [Web - Canada COVID-19](#)