

BACK-TO-BUSINESS

Toolkit





Dear Business Owner,

The purpose of this toolkit is to help business owners get the information they need in order to open and what steps should be taken to put you on the best path of success.

This year of COVID-19 is anything but business as usual and is truly uncharted territory for you, as well as your employees and your customers. Reopening must be balanced with careful planning and diligent follow through to help protect those that depend on you for employment and those that rely on your goods and services.

We hope that the information provided in this tool kit will help make the transition to reopening easier for you, your staff and your customers. Any questions, please do not hesitate to contact the Moose Jaw & District Chamber of Commerce at 306-692-6414 or rob@mjchamber.com

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HELPFUL LINKS & INFO

Personal Protective Equipment Information

Government of Saskatchewan has provided detailed information around how to access PPE, proper usage guidelines and specific industry requirements

[Accessing Personal Protective Equipment \(PPE\)](#)

Other Important Links

Government of Saskatchewan: [COVID-19 Re-Open Saskatchewan Plan](#)

Government of Canada: [Public Health](#)

Government of Canada: [COVID-19 Economic Response Plan](#)

Government of Canada: [COVID-19 Outbreak Update](#)

[Saskatchewan Chamber of Commerce: COVID-19](#)

Moose Jaw Chamber <https://www.mjchamber.com/covid-19-resources/>



LOCAL LINKS

SAMPLE BUSINESS REOPENING PLAN - NOT A REAL BUSINESS - NOT GUIDELINES

EMPLOYEE SAFETY

Employees are required to wear a face mask. The business will work on behalf of employees to obtain reusable face masks should they not be able to get their own. We will train every employee on proper usage and sanitation of their face masks and display posters on recommended procedures.

Employees will wash hands when first entering the building, prior to taking their temperature.

Taking Employee Body Temps. After washing their hands, employees will take their temperature and record it on a tracking sheet, sanitizing before and after use with alcohol. Any employees having temperatures of 100°F or higher will be sent home and instructed to isolate themselves and watch for symptoms.

Symptom Monitoring. Employees will be asked to call in prior to their shift if they have any of the following symptoms: Fever, Cough, Shortness of breath or difficulty breathing, Chills / Repeated shaking with chills, Muscle pain, Headache, Sore throat, New loss of taste or smell. Employees exhibiting any of these symptoms will be asked to remain home, isolate and monitor their symptoms.

BUSINESS DISINFECTING PLAN

Sanitizing Solutions. A bleach disinfection solution containing 5T of bleach per gallon, and an 70% alcohol disinfecting solution set will be at the check out counter and the customer assistance counter, as well as in the back office and restrooms. The bleach solution is meant to be sprayed on countertops and other non-porous areas, and the alcohol solution is meant for hand sanitizing and areas where bleach is not recommended. Employees will be trained on proper usage of each.

Employee cleaning plan

Bathroom. Employees will be sanitizing the bathroom toilet handles, door knobs, faucets, and soap dispensers every hour, or when any employee uses the bathroom. A logbook will be kept in each bathroom and reminders set at each hour.

Office. Before we sit down in the office, we will sanitize keyboards, computer mouse, and desk area.

Public areas. Employees will be sanitizing entrance, any other door knobs, and any display case handles.

Customer Contact. Employees will sanitize their hands with alcohol after physical interaction with a customer or any monetary exchange, along with any areas that a customer has touched at a service counter before interacting with the next customer.

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Physical Distancing Plan

There is only 1 office, 1 break room, & 1 check out counter and right now all are more than 6 feet apart.

Markings have been installed on the floor every 6 feet at the check out counter.

We have put up a see-through barrier at the check out counter.

Employees and delivery people have been instructed to maintain their physical distance between each other. There is a plan to alternate breaks and lunch periods.

Crowd Control

Normally, our maximum occupancy is 50. Our public space is 900 square feet, so the maximum number when taking in physical distancing guidelines is 25. Realistically, even though it's an open space, people don't congregate that way, so based on typical usage we have amended the maximum to 15 people.

In phase 1, we will only allow a maximum of 10 people at any one time, and will increase to 15 at phase 2, which we will hold until all restrictions are lifted or changed.

There will be a sign placed on the front entrance stopping customers from entering when the maximum is reached. Employees will keep a count of people and activate the sign when at capacity.

COMMUNICATION AND MARKETING

We have loaded this plan onto our website and Facebook pages, and will be doing a post to customers letting them know when we are open. We have updated our hours of operations on all platforms and notified suppliers we are back in business. An email will be sent to our existing customers letting them know opening details.

COVID-19 Environmental Cleaning and Disinfection - Information for Public Facilities

This fact sheet is intended to provide information to public facilities on cleaning, disinfection and general precautions related to COVID-19.

What Do I Need To Know?

- The COVID-19 virus can survive for several days on different surfaces and objects.
- Frequent cleaning and disinfection is important to prevent spread of the disease.
- Many common household and commercial disinfectant products will destroy the COVID-19 virus.
- Some disinfectants will have an 8-digit Drug Identification Number (DIN). These products are approved for use by Health Canada.
 - Household bleach (5% sodium hypochlorite) may not have a DIN but may be used following instructions below.

What Do I Need To Do?

- Clean often. Areas visited by people should be kept clean and free from clutter.
- Commonly touched areas should be cleaned and disinfected twice daily or whenever visibly soiled.
- Commonly touched areas include light switches, door knobs, toilets, taps, hand rails, counter tops, toys, touch screens/mobile devices and keyboards.
- Clothing and fabric items should be laundered and dried on the highest temperature setting possible. Ensure items are thoroughly dried.

Is There a Difference Between Cleaning and Disinfection?

- Yes. Cleaning products remove dirt, dust and oils that can protect germs but don't always kill germs.
- Disinfectants are applied after cleaning to destroy germs.
- Cleaning is required prior to disinfection to remove soil and ensure the effectiveness of the disinfection step (unless otherwise indicated by manufacturer).
- Common disinfectants include bleach solutions, quaternary ammonium (QUAT), alcohol (70%) and peroxide. Vinegar, tea tree oil solutions, etc. are not proven to be effective disinfectants.

How Do I Make a Disinfecting Solution?

- Always read product labels and follow the manufacturer's directions. Do not use expired products.
- According to Health Canada, a disinfecting solution can be made by mixing one part of bleach into 50 parts of water. For example, 1 teaspoon (5 mL) bleach into 1 cup (250 mL) water. These directions are based on bleach that is 5% sodium hypochlorite.
- Do not mix soap or other cleaners into the bleach and water solution.
- Apply the disinfecting solution using a spray bottle or a clean wiping cloth.
- Always use Personal Protective Equipment (PPE) including protective gloves.
- Food contact surfaces should be rinsed with fresh water after disinfecting.
- Toys that may be mouthed by children must be thoroughly rinsed after disinfection.
- If using disinfectant wipes, manufacturer's recommended contact time (i.e., how long the surface remains wet) must be met. Disinfectant wipes are not recommended for heavily soiled surfaces.

What Else Can I Do to Prevent the Spread of the COVID-19 Virus?

- Reduce contact between people in your facility. When possible, provide extra space between clients.
- Wash your hands often with soap and water. Scrub for 20 seconds.
- Use hand sanitizer when hands are not visibly dirty and hand washing isn't available. Only use hand sanitizer approved by Health Canada (DIN or NPN number).
- Avoid touching your face, mouth, nose and eyes.
- Stay home and self-isolate if you are sick.
- Practice social distancing in general.
- Avoid close contact with others who are sick.
- Practice good respiratory hygiene. Cover your coughs and sneezes and then wash hands with soap and water.
- Avoid shaking hands.

For further information on COVID-19, please visit:

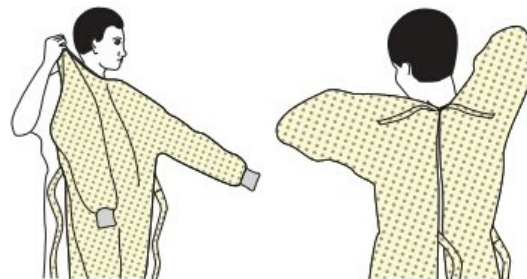
- Government of Saskatchewan: www.saskatchewan.ca/coronavirus
- Government of Canada: www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html

SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

1. GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist



2. MASK OR RESPIRATOR

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator



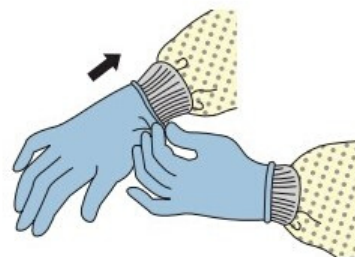
3. GOGGLES OR FACE SHIELD

- Place over face and eyes and adjust to fit



4. GLOVES

- Extend to cover wrist of isolation gown



USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene



HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE)

EXAMPLE 1

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. **Remove all PPE before exiting the patient room except a respirator, if worn. Remove the respirator after leaving the patient room and closing the door. Remove PPE in the following sequence:**

1. GLOVES

- Outside of gloves are contaminated!
- If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- Discard gloves in a waste container



2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band or ear pieces
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container



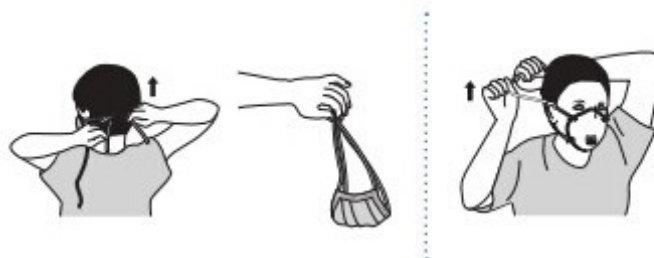
3. GOWN

- Gown front and sleeves are contaminated!
- If your hands get contaminated during gown removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Unfasten gown ties, taking care that sleeves don't contact your body when reaching for ties
- Pull gown away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard in a waste container

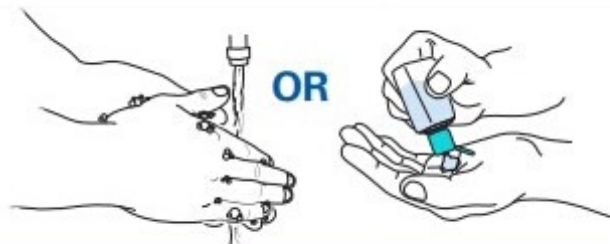


4. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE



HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE)

EXAMPLE 2

Here is another way to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. **Remove all PPE before exiting the patient room** except a respirator, if worn. Remove the respirator **after** leaving the patient room and closing the door. Remove PPE in the following sequence:

1. GOWN AND GLOVES

- Gown front and sleeves and the outside of gloves are contaminated!
- If your hands get contaminated during gown or glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp the gown in the front and pull away from your body so that the ties break, touching outside of gown only with gloved hands
- While removing the gown, fold or roll the gown inside-out into a bundle
- As you are removing the gown, peel off your gloves at the same time, only touching the inside of the gloves and gown with your bare hands. Place the gown and gloves into a waste container



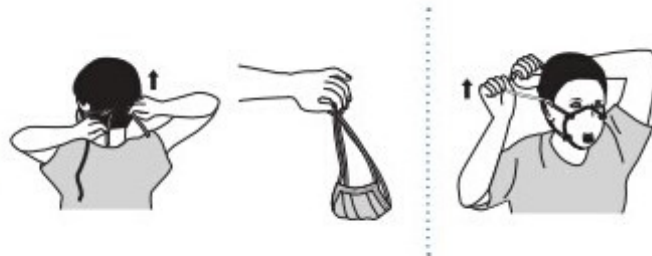
2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band and without touching the front of the goggles or face shield
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container

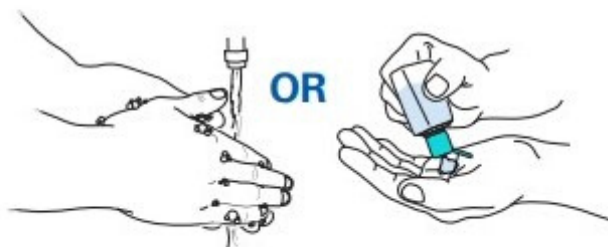


3. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — **DO NOT TOUCH!**
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



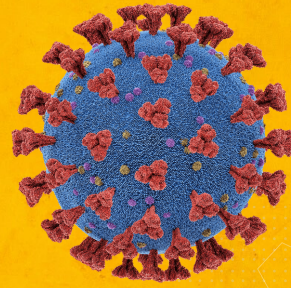
4. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE



COVID-19 NOTICE



Has a COVID-19 Business Plan in place

- ☐ Disinfection and Sanitation plan
- ☐ Physical distancing measures
- ☐ Protective gear (masks, gloves, barriers)
- ☐ Employee Training on COVID-19 plan
- ☐ Temperature & Symptom Checks on Employees

MAXIMUM OCCUPANCY:

We have done our best to minimize the possibility of exposure to Coronavirus, but exposure cannot be completely eliminated. PLEASE ENTER AT YOUR OWN RISK.

DO YOUR PART, PLEASE:

- Do not enter if you feel sick
- A face mask is strongly recommended
- Maintain a distance of 6-feet between people
- Leave at risk people at home when possible
- Limit Groups

How to properly wear a face mask

1



ENSURE THE PROPER SIDE OF THE MASK FACES OUTWARDS

2



SECURE THE STRINGS BEHIND YOUR HEAD OR OVER YOUR EARS

3



PRESS THE METALLIC STRIP TO FIT THE SHAPE OF THE NOSE

4



COVER MOUTH AND NOSE FULLY MAKING SURE THERE ARE NO GAPS

5



WEAR MASK

6



DO NOT TOUCH THE MASK WHILE USING IT, IF YOU DO WASH YOUR HANDS

7



REMOVE THE MASK FROM BEHIND BY HOLDING THE STRINGS WITH CLEAN HANDS

FACTS. 
OVER FEAR

COVID-19

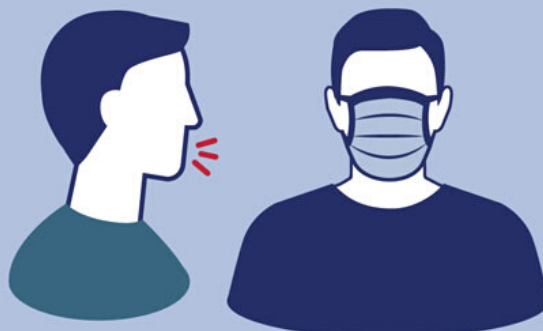
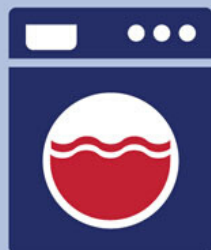
FACE COVERINGS

GUIDANCE FOR EFFECTIVE USE



TRY NOT TO TOUCH YOUR FACE WHEN PUTTING ON AND TAKING OFF A FACEMASK

WASH YOUR CLOTH FACEMASK ROUTINELY WITH YOUR REGULAR LAUNDRY.



ALWAYS WASH YOUR MASK IF YOU HAVE BEEN AROUND SICK PEOPLE OR WHEN IT BECOMES WET OR VISIBLY DIRTY.

WASH YOUR HANDS BEFORE PUTTING ON YOUR MASK AND AFTER TAKING IT OFF.



**MAXIMUM
CAPACITY REACHED**



**PLEASE WAIT FOR
SIGN TO BE TURNED
OR SOMEONE TO EXIT**

SYMPTOMS OF novel coronavirus (COVID-19), a cold and the flu



SYMPTOMS	COVID-19	COLD	FLU
	Symptoms range from mild to severe	Gradual onset of symptoms	Abrupt onset of symptoms
 Fever	Common	Rare	Common
 Cough	Common	Common	Common
 Sore throat	Sometimes	Common	Common
 Shortness of breath	Sometimes	No	No
 Fatigue	Sometimes	Sometimes	Common
 Aches and pains	Sometimes	No	Common
 Headaches	Sometimes	Common	Common
 Runny or stuffy nose	Sometimes	Common	Sometimes
 Diarrhea	Rare	No	Sometimes especially for children
 Sneezing	No	Common	No

#LoveWhatsLocal

GOOGLE



GOOGLE YOUR BUSINESS

Google your business and make sure the sites listed on your front page results contain your current information (hours of operation, special instructions for customers, and so forth). This is the first page your customers will see when they Google information about you - make sure it's correct!

SOCIAL



UPDATE SOCIAL MEDIA

Update your business hours on your "About" page. Create a post that includes your current hours of operation, procedures on shopping, and sanitation process, if applicable, so your customers know what to expect. Pin this post to the top of your page so customers see it first.

EMAIL



EMAIL BLAST

If you have an email list, use MailChimp, Constant Contact, or a direct email (blind-copy all addresses) to **welcome your customers back, and include any new processes or procedures they can expect when visiting you**. This is a great time to give your email subscribers an exclusive, members-only discount or coupon to bring them back in!

CALL



CALL CUSTOMERS

Nothing beats a personal call and talking directly to your customers and clients. Spend some time each day to **call customers and let them know that you're back in business!**

ONLINE CHECKUP – OTHER IDEAS



Run a social media contest for a prize to reengage customers with your brand.

Check your social media platform's guidelines for contest rules.



Broadcast "LIVE" on Facebook during your first week to give customers a virtual tour around your business, showcasing any physical distancing you've put in place.



IMPROVE YOUR ONLINE PRESENCE

This is the perfect time to start working on your online business presence. The ability to do business online gives you the flexibility to more easily pivot during a crisis.

If you don't have a merchant web site set up yet, consider working on this now so you are able to sell your merchandise or services online.

Here to Help

As you work your way through the reopening process, let us know what you're doing to engage customers so we can share your success with the community. Tell us what you need. We are here to help.