

# RESTART SARNIA-LAMBTON

## BUSINESS TOOLKIT

# INTRODUCTION

Since the beginning of COVID-19, Tourism Sarnia-Lambton has been supporting you and your business when you need it most. We have compiled the below resources to support your business through the next phase of COVID-19. As this is a phased approach, business owners need to be flexible and prepared to close if cases of COVID-19 spike in the future. COVID-19 is changing the way businesses operate. We will continue to have your back and will support you in re-opening your business keeping employees and customers safe.

## STEP 1 — Getting Started

**Determine** if your business sector has been approved to reopen and identify any applicable restrictions. For additional information visit the Government of Ontario website or call the Stop the Spread Business Information Line at **1-888-444-3659**.

### GOVERNMENT OF ONTARIO WEBSITE:

[WWW.ONTARIO.CA/PAGE/FREQUENTLY-ASKED-QUESTIONSABOUT-ESSENTIAL-BUSINESSES](http://WWW.ONTARIO.CA/PAGE/FREQUENTLY-ASKED-QUESTIONSABOUT-ESSENTIAL-BUSINESSES)

## STEP 2 — Prepare Your Workforce

- **Identify** who will return to work, prepare a staff schedule, and notify employees.
- **Protect** employees by installing screens or barriers in areas where physical distancing is not possible.
- **Encourage** all employees to track instances of close contact during the work day, record name, place, and date/time.
- **Discourage** workers from sharing phones, desks, offices, tools and equipment.
- **Take advantage** of virtual options and advise employees to work from home, if possible.
- **Emphasize** staying home when sick, respiratory etiquette, and hand hygiene by all employees.
- **Encourage** employees to complete the following questions before beginning your work today. <https://lambtonpublichealth.ca/2019-novel-coronavirus/>
- **Advise** employees to avoid all nonessential travel.
- **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.

## STEP 3 — PREPARE YOUR BUSINESS & WORKPLACE

- **Setup** your business with a single point of entry.
- **No more than** 15 people may gather in common areas. Congregation of people should be actively discouraged.
- **Post** the physical distance signs of two metres (six feet) at the entrance or an area of high traffic.
- **Install** floor markings to promote physical distancing both for patrons and employees.
- **Provide** hand sanitizing stations at entrances where possible and promote good hand hygiene.
- **Perform** routine environmental cleaning and clean high touch surfaces often including countertops, handles, light switches, keypads, touch screens and public areas.
- **Learn** about cleaning and disinfection for public settings (Public Health Ontario) and guidance for food premises (Ministry of Health).
- **Limit** the number of guests allowed in the store.
- **Consider** the use of non-medical masks and if that is obtainable for your business.
- **Learn** about emerging travel health notices and travel advisories (Government of Canada) and be familiar with information for travelers returning to Canada (Public Health Agency of Canada).
- **Ensure** appropriate signage is in clear view for all employees, visitors/clients.

## STEP 4 — CREATE A PHYSICAL DISTANCING PLAN

- **Encourage** physical distancing (keeping a distance of at least two metres from other people) as much as possible.
- **Implement** alternative work arrangements for employees, including flexible hours, staggered start times and teleworking.
- **Use** telephone, video conferencing, or the internet for business and including appointments.
- **Allow** flexible hours and stagger start times, breaks and lunches or days that workers are in the workplace
- **Provide** physical barriers, such as plexiglass dividers
- **Ensure** appropriate signage is in clear view for all employees, visitors/clients.
- **Remove** furniture or mark out a two metre distance on the floor or between seats and seating areas to ensure physical distancing in common areas such as reception areas, meeting rooms, waiting rooms, grocery lines, kitchenettes, elevators, offices and other work spaces
- **Admit** fewer customers and visitors at a given time. Have a sign in and sign out sheet available discarding of the pencil/pen after each entry.
- **Dedicate** specific hours to high-risk populations, including those over 65 and/or with disabilities
- **Encourage** the use of self-check out technologies in stores where possible.





## STEP 5 — REDUCE TOUCH POINTS & INCREASE CLEANING

### What You Should Know

- **Commonly** used cleaners and disinfectants are effective against COVID-19.
- **Frequently** touched surfaces are most likely to be contaminated.
- **Check** the expiry date of products you use and always follow the label.
- **Clean** frequently touched surfaces more than once a day.
- **In addition** to routine cleaning, surfaces that have frequent contact with hands should be cleaned and disinfected twice per day and when visibly dirty.
- **Items** such as doorknobs, elevator buttons, light switches, railings should be cleaned frequently.
- **In addition** to routine cleaning, check with your organization for any specific protocols for cleaning for COVID-19.

## STEP 6 — PREPARE YOUR SUPPLY CHAIN

- **Coordinate** delivery schedules to reduce the number of possible interactions between suppliers and staff.
- **Conduct** supply chain risk assessments and prioritize critical focus areas.
- **Ensure** your business is currently stocked with all necessary supplies for regular day to day functions.
- **Confirm** your business has a contact list for all your suppliers and alternate suppliers.
- **Ensure** your business has access to available inventory (computer equipment, printers, phones etc).
- **Coordinate** who has the authority for ordering repair/replacement equipment and who is that person's back up.

## STEP 7 — COMMUNICATE WITH CONFIDENCE

- **Stay informed** and access up-to-date information the Government of Ontario and Ontario Public Health and the following Lambton Health Unit website.
- **Maintain** up-to-date contact information for all employees, suppliers, service providers and lenders.
- **Inform** your employees about any changes you are making to your business.
- **Keep** your clients/customers informed that your business is still open, when it will re-open, or if your business hours have changed.
- **Communicate** to your customers and clients through email, website, social media or by mail.
- **Be sure** to keep any business up to date on any third-party websites.

## STEP 8 — SIGNAGE & RESOURCES

**Signage** – [Physical Distancing](#)

**Signage** – [Putting On and Taking Off Non-Medical Masks](#)

**Signage** – [Elevator Etiquette](#)

**Signage** – [Attention Visitors Sign](#)

**Fact Sheet** – [Know the Facts of COVID-19](#)

**Fact Sheet** – [Employee Self-Monitoring](#)

**Fact Sheet** – [Physical Distancing Guide](#)

**Fact Sheet** – [How to Protect Yourself from COVID-19 Older Adults and People with Chronic Medical Conditions or Weakened Immune Systems](#)

**Poster** – [How to Handwash](#)

**Poster** – [How to Use Alcohol-based Hand Rub](#)

**Poster** – [Cleaning and Disinfection for Public Settings](#)

## REOPENING YOUR BUSINESS DURING COVID-19

**Ontario Staging/Framework** – Ontario is planning for the next phase of responding to the coronavirus (COVID-19) outbreak – reopening our province.

<https://www.ontario.ca/page/reopening-ontario-after-covid-19>

## SOURCES

“Lambton Public Health.” Lambton Public Health

<https://lambtonpublichealth.ca>

“COVID-19 Public Resources.” Public Health Ontario,

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1455 VENETIAN BLVD

POINT EDWARD, ON N7T 7W7

1-800-265-0316

[WWW.ONTBLUECOAST.COM](http://WWW.ONTBLUECOAST.COM)