

RELAUNCH CONSIDERATIONS - TEMPLATE

As part of your plans to reopen your business, you may wish to share how you are reducing the risk of transmission of COVID-19 among your staff and customers.

The template includes considerations to help guide you as you plan to open. This should be completed using Alberta's [Workplace Guidance for Business Owners](#), which provides general guidance applicable to all sectors; as well as sector-specific guidelines available on [Alberta Biz Connect](#) and any additional requirements of your business or sector association.

Guidelines:

Distancing Measures – Refer to page 8

Considerations: How will you ensure people maintain 2 metres between each other? Do you need to maintain directional traffic flow? How would you limit congregating (e.g., in break rooms, communal spaces, rest areas, etc.)? How will you limit the overall number of people in your space? Refer to the Personal Protective Equipment (PPE) section to mitigate the risk of transmission when 2 metre distancing cannot be maintained.

Two metres will be maintained between all customers when possible. Masks and gloves will be available when 2 metre distancing cannot be maintained.

Staff will not shake hands with customers or assist in trying items on unless necessary.

Staff breaks will be staggered so that two metres can be maintained in the back area.

No more than 5 staff will be on the sales floor at any time, and no more than 10 customers will be allowed in the store at one time. Appointments are being encouraged to limit the traffic in store at any one time.

Cleaning – Refer to pages 5-6

Considerations: How will cleaning on high touch surfaces be maintained in your location (e.g., bathroom, chairs, doorknobs, break rooms)? How will you train and ensure workers or volunteers keep equipment clean? If you are a business, how will work surfaces, order screens, debit machines and cash registers be cleaned?

Staff have been trained that all surfaces must be sanitized with a Lysol wipe after each use, including but not limited to doorknobs, light switches, hangers, pin pads, bathrooms, cash wrap surfaces, change room surfaces and hooks, phones, and computers. Items that have been tried on or returned will be held for a minimum of 24 hours before being steamed and put back on the sales floor.

Screening for Symptoms - Refer to page 4

Considerations: How will you be aware of symptoms in staff, customers, congregants or volunteers, such as fever, sore throat, cough, runny nose or difficulty breathing? Have you provided education or communication of self-monitoring of symptoms? Have you identified a space where staff or volunteers can be separated from others if they develop symptoms? Have you considered what you would do if you see increased absenteeism due to illness or isolation requirements? Have you considered absenteeism policies that encourage staff members or volunteers to stay home when ill, in quarantine (self-isolation), or if they are taking care of children or someone who is ill? Are you maintaining a log of staff or volunteer attendance? What is your response plan for staff who come to work with symptoms?

Staff have been given the option to not return to work yet if they are not comfortable, with modified compensation and a job guarantee.

Staff have been educated on the symptoms of COVID-19 and know not to come in if they have any. They will check in before each shift to ensure they are feeling well. If they have or develop any symptoms, they will immediately be asked to go home and complete the COVID self assessment and get tested if applicable.

Staff are aware that they are able to take job-protected leave if they are required to self isolate.

Logs of all customers and staff will be recorded each day to ensure proper communication in the event that someone in the store tests positive.

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Customers are asked not to enter the store if they have any symptoms of COVID-19, even if they are not related to the virus. Customers are encouraged to make appointments to control the traffic flow and to make it easier to reduce traffic if absenteeism becomes an issue.

Personal Protective Equipment (PPE) – Refer to pages 6-7, Appendix C

Considerations: *How will you promote PPE use (e.g., masks or gloves) when people are unable to be 2 metres apart? If 2 metres cannot be maintained and PPE is necessary, where would you obtain it? Have you considered installing physical barriers (e.g., acrylic plastic window or high-walled cubicle) to reduce exposure when 2-metre distancing is hard to maintain?*

If two metres is not possible to maintain, masks and gloves will be available to both staff and customers. PPE is being sourced from a local promo product company.

Responsibilities

Considerations: *Who will be responsible for ensuring staff, customers, congregants and volunteers are following your precautions? Have you updated contact information for staff and volunteers so that they can be notified in the event of a known exposure? What would your approach be if you had to manage a situation where there was apparent non-compliance with your plans/direction?*

The General Manager will be in charge of monitoring staff for compliance as well as ensuring proper PPE and cleaning supplies are available.

The Brand Manager is responsible for ensuring COVID measures are communicated externally through e-newsletters and the website.

Staff were all part of a meeting to review The Helm's COVID-19 measures and were trained on the symptoms, self-monitoring, cleaning and PPE, and what to do if they are sick or encounter someone who is sick.

Signage will be posted throughout the store and in the back room as reminders to staff and customers about proper hygiene, cleaning procedures, symptom monitoring, and measures to take should they be feeling sick or be in contact with someone who is sick.

Anyone not complying with the required measures will be asked to leave.
