

RE-OPENING QUEEN CHARLOTTE BUSINESSES



STEP 1: REVIEW WORKSAFE BC AND INDUSTRY GUIDELINES

- Contact the Village of Queen Charlotte's Community Support Officer at 250-637-1780 or email at VQCHELP@gmail.com for assistance accessing or adapting guidelines for your business;
- Consider sharing a copy of your COVID-19 Safety Plan with the Village who will be compiling tools and sample plans to assist all businesses to reopen. You can use the WorkSafeBC Safety Plan Questionnaire as a template. See the link in the post description.



STEP 2: STAFF INVOLVEMENT (IF APPLICABLE)

- Work with your staff to develop your COVID-19 prevention plan for each area of your business;
- Identify potential hazards and develop plans to mitigate, including cleaning procedures, physical signs (traffic flow directions) and barriers (plexi-glass shields for reception areas), maximum limits for occupancy, type of Personal Protective Equipment that will be needed;
- Consider delivery, take-out and curbside pickup if applicable.
- Consider applying for up to \$2,000 for a Business Façade Improvement COVID-19 retrofit grant from the Village of Queen Charlotte;
- Install physical mitigations and signage.



STEP 3: ENSURE WORKPLACE SAFETY

- Place signage around your workplace to ensure proper hygiene, and to remind your staff to stay physically distant. If you Google Search 'Worksafe BC COVID-19 posters' you will find safety and occupancy posters to print;
- Stock your workplace with appropriate Personal Protective Equipment (PPE) and ensure your staff know how to use it;
- Consider hiring a professional cleaner;
- Try to limit the requirement for employees to share equipment and tools;
- Development an employee assessment tool or system for use before every shift.



STEP 4: PREPARE YOUR EMPLOYEES

- Introduce employee assessment tool for symptom screening prior to returning to work;
- Require employees to stay home if sick and report symptoms or known contact with someone who has COVID-19;
- Train staff in proper hygiene practices and use of PPE;
- If employees need to share equipment, ensure they understand cleaning expectations and timeframes;
- Have staff sign off that they have received training.



STEP 5: PREPARE YOUR CUSTOMERS

- Post guidelines at the entrance to your workplace regarding your expectations;
- If you are limiting store capacity, ensure you have a process for ensuring limits are followed;
- Provide a place for customers to wash their hands or provide them with hand sanitizer;
- Update your website or social media to reflect your new rules.



STEP 6: PREPARE FOR TRANSACTIONS

- Ensure sales registers are two meters apart;
- Encourage the use of card, tap or other forms of contactless payment;
- If using cash, have a plan for ensuring staff and customer safety.



STEP 7: ANNOUNCE REOPENING DATE

- Communicate your COVID-19 Safety Plan and post it somewhere visible in your workplace;
- If your business was ordered to close by a Provincial Health Order, you cannot open before the order is officially lifted;
- Send information to the Village of Queen Charlotte to be highlighted on social media.