



MANITOBA
CHAMBERS OF
COMMERCE

Come in, we're

OPEN

BACK TO BUSINESS TOOLKIT

Restoring Safe Services Phase 1

jointhechamber.ca

MESSAGE FROM THE PRESIDENT



The Manitoba Chambers of Commerce (MCC) continues closely monitor developments around the novel coronavirus (COVID-19) pandemic through regular updates on Federal and Provincial support programs for businesses and individuals as well as regular updates from the Public Health Agency of Canada, Manitoba Health, Seniors & Active Living, Shared Health Manitoba and the WHO. Business leaders are understandably concerned about the spread of the virus and its effect on their business and we encourage you stay connected and informed as you conduct your business affairs and planning for the next several months.

As we move into spring, the pressure grows to reintegrate economic activity into our everyday lives. Manitoba businesses are eager to get the economy moving again, but turning on an economy after an unprecedented shut-down is not as simple as flipping a switch. We need to plan this out carefully to ensure we do not spark a sudden outbreak, undo the progress we have made, and put the safety of the public at risk. Employees need to know that it is safe and consumers need to know it is safe.

In this document, we attempt to summarize the guidance information that has been provided by the Government of Manitoba regarding [Restoring Safe Services](#) over the coming days and weeks. 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.

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

Please note that the following document is not a fully comprehensive guide to all possible responsibilities, obligations or actions that your business may have to take to comply with provincial re-opening rules.

As the Voice of Business in Manitoba, MCC is committed to supporting our network and stakeholder community by establishing our organization as a resource to support businesses in mounting effective infectious disease (pandemic) response, and in planning for impacts that may confront businesses, their employees, and the communities in which businesses operate and employees reside. We have been regularly updating [Jointhechamber.ca](#) to provide trusted information about the pandemic, as well as tools to support you in pandemic planning, workplace preparedness, work effectiveness, safety issues, stress and mental health, employer legal duties, employment standards, and more. Visit our website often to stay up to date.

As the situation continues to evolve, so will we. As we navigate this complex new reality, our mission is to help you weather the storm of damage from global market disruption – and recover. We are here to support you, do not hesitate to contact us if you need us.

Working on your behalf,

A handwritten signature in black ink, appearing to read "Chuck Davidson".

Chuck Davidson,
President and CEO, Manitoba Chambers of Commerce

**THE VOICE
OF
BUSINESS**

INTRODUCTION

The Province of Manitoba has announced that Manitoba will begin a careful, multi-phased effort to gradually restore services, open some businesses and increase recreational opportunities while maintaining social distancing advice.

Critical public health measures and current travel restrictions will remain under the Order issued March 30th, 2020 under the [Public Health Act \(Section 67\)](#). This includes mandatory self-isolation upon one's return to Manitoba and limits on travel to the north.

As more information becomes available and data on the current situation in Manitoba is analyzed, some measures may need to be reintroduced or new restrictions implemented to reduce any further spread of the virus. The timing and order of any actions taken may change throughout the process, based on modelling, testing, public health surveillance and public health advice.

Please find detailed below by sector the specific criteria and guidelines applicable to the reopening of ALL businesses in Manitoba covered under Phase 1.

THESE GUIDELINES COVERS ALL BUSINESSES:

- Occupancy levels are required to be maintained in order to allow staff and customers to maintain a physical distance of at least two metres, except for brief exchanges.
- All businesses will be required to limit occupancy to 50 per cent of normal business levels or one person per 10 square metres, whichever is lower.
- Businesses may continue to provide goods by delivery or pick-up that have been ordered online, by telephone or other remote means.
- Staff must use the self-screening tool before coming into work. Recommended to customers also. <https://sharedhealthmb.ca/covid19/screening-tool/>
- Employees must stay home when ill and customers are not allowed entry if they are ill with COVID-19 symptoms.
- Staff is provided information about physical distancing.
- Businesses must post external signs indicating COVID-19 physical distancing protocols, along with floor markings where service is provided or lines form.
- Entry into the business, including lines, are regulated to prevent congestion.
- Businesses must maintain a single point of entry.
- No more than 10 people may gather in common areas. Congregation of people should be actively discouraged.
- Hand sanitizer is available at entrances and exits for public and staff use.
- Washrooms have frequent sanitization and a regime for business sanitization is in place.
- Cashless or no-contact payment should be used to the greatest extent possible.

NOTE: These requirements will be enforceable under public health orders.

Depending on your sector the following are additional guidelines that will apply to your business.

RETAIL BUSINESSES

Retail businesses, such as clothing and shoe stores, jewellers, tailors, flower shops, lodges and outfitters, sporting good/adventure stores, vaping supply shops, boats dealers, ATV and snowmobile dealers, gift, book and stationery stores, jewelry and accessory stores, toy stores, music, electronic and entertainment stores, pawn shops, pet groomers and similar businesses may reopen. Full guidelines pertaining to retail establishments are detailed above.

RESTAURANTS - PATIO/WALK-UP SERVICES

In addition to the general guidelines detailed in the first page of this toolkit, public food establishments, such as restaurants, cafeterias, cafes and similar businesses will remain closed, except for delivery, take-out and patio or walk-up food service.

ADDITIONAL GUIDELINES:

- No more than 10 people may gather in common areas or at one table.
- Sitting or standing at counters is not allowed unless a two metre separation between groups can be maintained.
- A distance of two metres/six feet is required between tables.
- No buffet service will be allowed. Food and drinks are delivered directly to patrons.
- Surfaces such as tables, chairs and booths are cleaned between customers.
- Table items, such as condiments, menus, napkins and décor, should be removed unless they can be cleaned between customers.
- Drink refills are not allowed. Cups, straws and lids should be behind a counter and handed to customers, self-service is not permitted.
- Self-service condiments should be removed. Refillable or reusable containers are not allowed.

THERAPEUTIC OR HEALTH CARE BUSINESSES

In addition to the general guidelines detailed in the first page of this toolkit, effective May 4; and at the further direction of their respective regulatory bodies, regulated health professionals, such as dentists, dental hygienists, chiropractors, physiotherapists, optometrists and podiatrists will no longer be limited to providing urgent and emergent care. In addition, individuals who provide therapeutic massage and acupuncture services may resume providing those services.

ADDITIONAL GUIDELINES:

- Patients and people who may attend with patients are screened by telephone before an appointment is booked and are not given an appointment if they have COVID-19 symptoms.
- People identified as symptomatic should be instructed to call Health Links - Info Santé.

- Waiting room management strategies must be in place. Strategies should include waiting in car if possible, and physical distancing for those in waiting room. No more than 10 people may gather in common areas.
- Patients and people attending with patients must sanitize hands upon entry to facility.
- Work/service areas are sanitized after each patient.
- Magazine racks and toys are removed and play areas in waiting rooms are closed.
- Patients may wear masks when receiving services, where possible, but not required.

HAIR STYLISTS/BARBERS

In addition to the general guidelines detailed in the first page of this toolkit, hair stylists/barbers may reopen.

Services will be limited to hair washes, cuts, colouring and styling. No other personal services will be allowed.

ADDITIONAL GUIDELINES:

- Clients are screened by telephone before an appointment is booked and are not given an appointment if they have COVID-19 symptoms.
- People identified as symptomatic should be instructed to call Health Links - Info Santé.
- Appointment times are staggered to allow physical distancing, and clients should attend alone, without friends or family.
- No more than 10 people may gather in common areas. Congregation of people should be actively discouraged.
- Clients must sanitize hands upon entry to facility.
- Workstations are kept two metres apart and are sanitized between patrons.
- Equipment, instruments and material that cannot be disinfected between clients cannot be reused.
- Magazine racks and toys are removed and play areas in waiting rooms are closed.
- Onsite snack bars, coffee bars and other confectionery style counters are closed.
- Both service providers and customers may wear non-medical masks, particularly when close touch or contact is involved.
- Service providers may wear protective gloves when providing service particularly when close touch or contact is involved.

OUTDOOR RECREATION FACILITIES AND GOLF COURSES

In addition to the general guidelines detailed in the first page of this toolkit, playgrounds, skate parks, golf courses, tennis courts, driving ranges and other similar recreation facilities may reopen.

ADDITIONAL GUIDELINES:

- Clients are screened by telephone before a tee-time is booked and are prevented from booking if they have COVID-19 symptoms.

- No more than 10 people may gather in common areas. Congregation of people should be actively discouraged.
- Staff and clients may wear non-medical masks.
- A maximum of four golfers per group is allowed and one person per golf cart, or two people from the same household. Pins on greens remain in the hole at all times during play.
- Public use items, such as ball-washing stations and water fountains, are closed or removed.
- Recreation areas, such as dance floors, pool tables and other areas, are closed.
- Restaurants must follow same guidelines as other restaurants. (Please refer to the sector guidelines outlined previously in this toolkit)

PARKS, CAMPGROUNDS, YURTS AND VACATION CABINS

In addition to the general guidelines detailed in the first page of this toolkit, parks, campgrounds, yurts and vacation cabins may open.

ADDITIONAL GUIDELINES:

- Users must bring their own toilet paper, hand sanitizer and other personal hygiene products to provincial campgrounds, yurts and vacation cabins.
- People who are travelling to a campground, yurt or vacation cabin must:
 - bring required prescription drugs and medical supplies before travel;
 - gas up before leaving home;
 - pack out what was packed in and leave no trace;
 - wear water shoes or sandals while using shower facilities; and
 - not use local health providers, unless it is an emergency.
- Staff and users may wear non-medical masks, but this is not a requirement.

NOTE: Public health officials continue to advise Manitobans to stay home as much as possible to prevent the spread of COVID-19. When people do go out, they should take steps to maintain physical distancing. Do not travel if you or any of your family members require medical care or have symptoms of COVID-19 (fever, cough, runny nose, sore throat, shortness of breath or difficulty breathing). If you must travel to your cottage or second residence, follow these guidelines:

https://www.gov.mb.ca/asset_library/en/coronavirus/travellerscottages.pdf

DAY CAMPS

In addition to the general guidelines detailed in the first page of this toolkit, day camps may operate if they maintain occupancy and activity levels that allow people to maintain a physical distance of at least two metres, except for brief exchanges. The maximum number of children per site is 16. Overnight camps are not permitted.

ADDITIONAL GUIDELINES:

- Screening must occur each day at drop off. No children with symptoms will be allowed to attend.
- Child care centre sanitation and infection prevention guidelines must be followed. For detailed information, visit:

https://www.gov.mb.ca/fs/childcare/resources/pubs/infection_control.pdf

- Sites must use separate exits, develop staggered drop off schedules and ensure no contact throughout the day with other groups.

MUSEUMS, GALLERIES AND LIBRARIES

In addition to the general guidelines detailed in the first page of this toolkit, museums, galleries and libraries may reopen.

ADDITIONAL GUIDELINES:

- High-touch displays must remain closed.
- Online ticket sales are used where possible.
- Both staff and patrons may wear non-medical masks.
- Sites can use outdoor space to allow for physical distancing.
- Sites may adjust to allow for self-guided tours or app-based self-guided tours instead of using shared headsets or live guides.

DEVELOP A PLAN

As Manitoba's phased re-opening of the economy continues, we encourage all businesses and organizations to create a plan for re-opening if you have been closed. For those who have remained open during the crisis, be sure that you are complying with all requirements – starting with creating a COVID-19 Operational Plan (further details below).

The high-level requirements we recommend for businesses and organizations reopening their operations in the coming days and weeks are:

- Develop a COVID-19 Operational Plan
- COVID-19 Awareness (signage)
- Pre-Screening Tool
- Physical Distancing
- Cleaning and Disinfection Procedures
- Facilitating Personal Hygiene Etiquette
- Personal Protection Equipment (PPE)
- If You Cannot Ensure Physical Distancing
- Adherence to Sector-Specific Guidance (as detailed in the previous section)

OPERATIONAL PLAN

In order to open your business, you must develop a COVID-19 Operational Plan outlining how daily operations will be managed to meet the additional measures outlined by the Province of Manitoba and summarized in this document. Your first step should be conducting a risk assessment (# and intensity of contacts, social distancing) within your operation and identify appropriate mitigation measures.

The Province of Manitoba does not intend to review operational plans in advance but may ask to see your plan during a scheduled or unscheduled visit by provincial officials. Your Operation Plan should include but not limited to: COVID-19 Awareness (signage), Pre- Screening Tool, Physical Distancing, Cleaning and Disinfection Procedures, and Facilitating Personal Hygiene Etiquette.

COVID-19 AWARENESS SIGNAGE

Signage should be posted on proper hand hygiene, respiratory hygiene, and physical distancing throughout the facility and outdoor settings as applicable. How this is applied will vary depending on your facility, but signage is required. Signage should be placed at a minimum at any common entrance and where people tend to congregate.

PRE-SCREENING TOOL

Businesses and organizations should advise that staff and patrons who are either symptomatic and/or have been advised by Shared Health Manitoba to self-isolate, should remain home and not enter the premises. Business owners and managers should actively pre-screen staff before the beginning of each shift.

PHYSICAL DISTANCING

Remember that this is not ‘business-as-usual’. In order to accommodate physical distancing requirements, patrons and staff must not be permitted to congregate in groups. This may (and likely will) result in alterations to how the workplace is set up, how the activity would normally occur or how patrons and staff would normally interact and go about business.

Patrons may partake in their activity while maintaining a minimum of two metres or six feet between themselves and others at all times (with the exception of members of the same household or ‘bubble’). Where possible, a designated staff member should monitor adherence to physical distancing requirements on premise. Situations where interfacing between staff and customers is common might deserve special considerations for mutual protection (installing a plexiglass screen at the cash, for example).

In elevators, limit the number of people getting into each car to no more than 2 at a time. People should consider only riding the elevator with their own family, taking the stairs, or waiting for the next elevator.

In situations where physical distancing is not possible, refer to the section, below.

CLEANING AND DISINFECTION PROCEDURES

All common areas must be cleaned and disinfected twice daily, or more often as required (e.g., if soiled).

Items such as countertops, chairs (including below the front of the seat), rental/shared equipment, cashier equipment, POS stations, credit card readers, light switches, public washrooms, doorknobs, handrails, and furniture will need to be disinfected more frequently throughout the day. Depending on your business you will also have to develop a routine around cleaning other public areas, employee areas, company vehicles, offices, workstations, phones, keyboards, staplers, and other work equipment.

Disinfecting solutions should be at every public interaction area and employee work area and a plan should be made as to how often areas are cleaned and disinfected. Use disposable gloves when cleaning surfaces. Make sure that other staff and patrons are removed from the area during clean-up.

Proper hand-washing and enhanced sanitation/cleaning practices must be followed in areas where multiple people handle tools, goods, supplies, equipment or other shared items. Limit tools to one person if possible. Tools or equipment which must be shared must be disinfected before and after use. A risk assessment to determine the engineering and/or PPE controls

necessary must be completed, and adequate personal protective equipment must be provided such as hand protection (nitrile or latex gloves) and /or eye protection (safety glasses, goggles, or face shield)

CUSTOMER CONTACT RECOMMENDATIONS:

- Sanitize hands after physical interaction with a customer or any monetary exchange.
- Sanitize any areas that a customer has touched at a service counter before interacting with the next customer.

DISINFECTING SOLUTIONS:

When choosing a cleaning product, it is important to follow product instructions for dilution, contact time and safe use, and to ensure that the product is registered in Canada with a Drug Identification Number (DIN) labelled as a broad-spectrum virucide.

If this is not available the following are additional options:

- To make a bleach solution, mix 5 tablespoons (1/3rd cup) bleach per gallon of water, OR 4 teaspoons bleach per quart of water
- Alcohol solutions with at least 70% isopropyl alcohol may also be used
- Any commercial disinfecting product labeled to kill coronavirus can be used.

Read labels carefully and research before mixing chemicals.

FACILITATING PERSONAL HYGIENE ETIQUETTE

Businesses and organizations will need to ensure that they are enabling thorough and frequent hand hygiene for patrons and staff by educating, sign posting, and making sure basic supplies are provided. These supplies include:

- For handwashing hot/cold potable running water, liquid soap, paper towel, garbage bins or minimum 60% alcohol-based hand sanitizer, toilet paper, cleaning and disinfecting supplies.
- Personal protection equipment (non-medical masks and disposable gloves) as appropriate.
- Where public washrooms are available, they must be equipped with hot and cold running water under pressure, liquid soap, paper towel, toilet paper, and garbage containers.
- Hand wash signs must be posted.

PERSONAL PROTECTIVE EQUIPMENT

Risk of infection with the virus that causes COVID-19 can be mitigated using multiple strategies in combination. The first strategy is to avoid situations and people that pose a risk, by having people stay home when ill and maintaining a two-metre distance from others. When it's not possible to avoid contact with others, hand hygiene and respiratory etiquette are very important to reduce spread. Personal protective equipment (PPE), such as face masks and gloves, can be used in certain situations to protect people from infectious diseases.

IF PHYSICAL DISTANCING CANNOT BE MAINTAINED IN YOUR WORKPLACE

If an employer cannot consistently maintain a two-metre separation between people due to essential work activities that require brief sporadic interaction with others, or if there will be unavoidable periods of close interaction, the following steps should be considered:

- Markings have been placed at least six feet apart at customer line areas inside the store and/or on sidewalks to public entrances.

- Aisles are marked with 1-way directional notices.
- Order areas are separated from Pick up areas to prevent customers from gathering.
- Implement or maintain physical barriers for high-contact settings (e.g. see-through shields at cashier stations).
- All desks, customer service areas and seating, individual work stations, or work areas need to be separated by at least six feet. (Recommended)
- Plan for crowd control – develop a policy on how you will monitor the number of customers onsite and how you will be notifying arrivals when the maximum allowed has been reached, along with what steps they should do to wait.

ENFORCEMENT

As restrictions are eased, the oversight, investigation and enforcement of violations will become increasingly more important.

Downtown BIZ ambassadors, Bear Clan members and other similar volunteers have been engaged to facilitate education about enforcement. Operation Safe Apart, promoting and enforcing physical distancing orders, includes community public safety organizations (like Citizens on Patrol) and other qualified volunteers to provide information and direction to people in public spaces about the physical distancing rules and directions.

Public health and state of emergency orders for businesses will be enforced by public health inspectors, liquor, gaming and cannabis authority inspectors, occupational health and safety officers and by-law officers. Police, as well as provincial and First Nations peace officers, will enforce these orders related to public gatherings and self-isolation.

Park patrol officers, conservation officers and other park staff will also enforce these orders in provincial parks starting May 8th, 2020 and park attendants, interpreters and beach safety services will provide education and monitor compliance.

Penalties for violations for individuals or corporations under the legislation range from fines of up to \$50,000 or \$500,000 and/or six months or up to a year imprisonment. Tickets can also be issued for violations under any of the orders in the amount of \$486 for individuals and \$2,542 for corporations.

Officials will continue with the system of escalating enforcement, including education, warnings and tickets.

**THE FOLLOWING PAGES ARE HANDOUTS FOR YOUR EMPLOYEES
OR POSTERS THAT YOU CAN PRINT
AND DISPLAY AT YOUR ENTRANCE, IN YOUR BUSINESS
OR IN EMPLOYEE AREAS**

**Find more COVID-19 support and other programs and services
for your business at jointhechamber.ca**



COVID-19 NOVEL CORONAVIRUS

WE HAVE A COVID-19 BUSINESS PLAN IN PLACE

OUR MAXIMUM OCCUPANCY IS

**FOR YOUR
PROTECTION**



WE HAVE A DISINFECTION AND SANITATION PLAN

WE HAVE IMPLEMENTED SOCIAL DISTANCING MEASURES

WE USE PROTECTIVE GEAR WHEN REQUIRED

WE HAVE TRAINED EMPLOYEES ON OUR COVID-19 PLAN

WE HAVE DONE OUR BEST TO MAKE YOUR VISIT SAFE

**DO
YOUR
PART**

Do not enter if you feel sick

Maintain a distance of 6 feet between our guests and staff

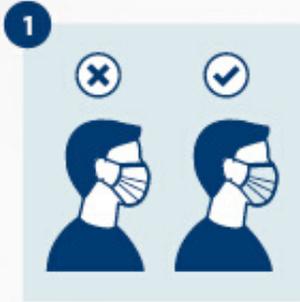
Leave at risk family members at home when possible

Let us know what else we can do to make you more comfortable

THANK YOU!

We Appreciate Your Business!

How to properly wear a face mask



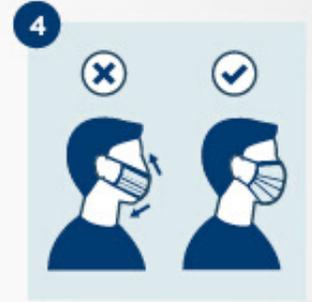
ENSURE THE PROPER SIDE OF THE MASK FACES OUTWARDS



SECURE THE STRINGS BEHIND YOUR HEAD OR OVER YOUR EARS



PRESS THE METALLIC STRIP TO FIT THE SHAPE OF THE NOSE



COVER MOUTH AND NOSE FULLY MAKING SURE THERE ARE NO GAPS



WEAR MASK



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



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

FACTS.
OVER FEAR

COVID-19

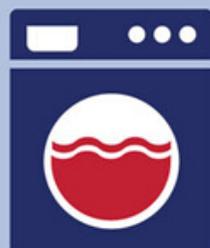
FACE COVERINGS

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.



HELP REDUCE THE SPREAD OF COVID-19



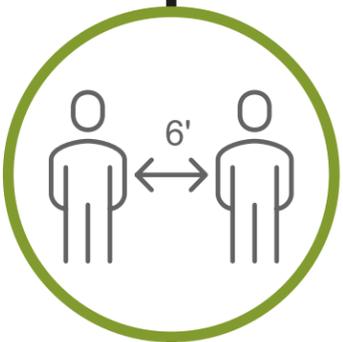
PERSONAL HYGIENE PROTOCOLS

START OF THE DAY



- Wash hands thoroughly with soap and water as soon as you enter
- Dust off your monitor, mouse and keyboard
- Spray and wipe down your desk with paper towel
- Spray and wipe down common surfaces & equipment for FIRST use

THROUGHTOUT THE DAY



- Wash hands after accepting / opening packages and deliveries
- Wash hands BEFORE & AFTER lunch
- Wash hands BEFORE & AFTER using restrooms
- Wash hands after coughing or sneezing
- Maintain a minimum of 6' space from others

END OF THE DAY



- Wash hands thoroughly with soap and water BEFORE you leave
- Spray and wipe down common surfaces & equipment for LAST use

HEALTH FIRST

STAY 6' APART



PHYSICAL DISTANCING IN EFFECT

THANK YOU FOR PRACTICING

PLEASE STAND HERE

PHYSICAL DISTANCING

Courtesy of
PrintPro
A Division of Ramsons Enterprises Inc.

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



SYMPTOMS	COVID-19 Symptoms range from mild to severe	COLD Gradual onset of symptoms	FLU 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



COVID-19

NOVEL CORONAVIRUS



DO NOT ENTER if you have returned from outside of Manitoba in the last 14 days.



DO NOT ENTER if you are under direction to self-monitor or self-isolate.



DO NOT ENTER if you are experiencing any of the following cold/flu symptoms:

- Cough
- Fever
- Runny Nose
- Sore Throat
- Weakness
- Headache



Please wash your hands.

Thank you for helping us stop the spread.

manitoba.ca/covid19



**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 Symptoms range from mild to severe	COLD Gradual onset of symptoms	FLU Abrupt onset of symptoms
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