

BUSINESS PANDEMIC

■ PLANNING AND REOPENING CHECKLIST

The Town of Aurora has developed this Business Pandemic Planning and Reopening Checklist for businesses to use and implement in their operations. The checklist should only be used in conjunction with the respective industry guidelines set out by the Province of Ontario. Links to the Provincial Guidelines are provided in the Additional Resource section.

■ ENSURING A HEALTHY WORKPLACE FOR ALL

Completed In Progress Not Started

- | | | | |
|--------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Provide hand sanitizer at key entrance/exits. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Require customers to wear PPE masks as needed, if physical distancing on your premises is difficult. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Ensure vulnerable/elderly are supported via access priority, online delivery slots. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Temporarily discourage reusable bags and ask customers to pack their own products. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Close every second checkout cash counter, checkout counters to maintain physical distancing. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Limit the number of customers in the store to enable physical distancing. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Provide one-way access, enter through door A exit through door B. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Complete an inventory of cleaning/sanitation supplies. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Place signage in key areas to ensure customers are physically distancing. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Post store hours and measures so customers can understand your new policies in place. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | How do customers pay? Protocols in place for no cash tap, credit card/e-transfer. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Post signs on the safety measures put in place so customers feel safe. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Develop guidelines on face-to-face contact, shaking hands, seating, office layout, shared workplace. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Use delivery and curbside pick up methods to serve your customers. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Communicate with staff on the importance in providing a safe working environment. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Identify the employees and the critical suppliers required to maintain business operations. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Identify the various risks you might encounter in your line of business. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Complete an inventory of cleaning/sanitation supplies. |

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■ PLAN FOR THE IMPACT OF A PANDEMIC ON YOUR EMPLOYEES AND CUSTOMERS

Completed In Progress Not Started

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|--------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Forecast and allow for employee absences during a pandemic due to factors such as personal or family member illness. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Review the health and safety policies and provide them to staff. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Review procedures for using personal protective equipment (PPE) with staff and have a process in place. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Conduct a training session/log document on new procedures on cleaning and PPE. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Develop a plan in the event that an employee shows symptoms of illness. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Consider keeping staff on different shifts in case another staff member gets sick. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Anticipate employee fear, anxiety, and misinformation about the virus and plan communications accordingly. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Explore all channels to serve customers - email, online, phone, in-store. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Identify and source any other additional resources needed to support your business. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Ensure that communication is frequent with staff and your customers. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Determine employee return to work date, review and gather any employment contracts. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Evaluate your risk should you not retain these employees. What does this mean to your business? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Create a log of communication with each employee and customer concerns. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Have you continued to engage with customers by email, phone and in-store? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Frequent scheduled cleaning and sanitation of pin pads, doors, carts, menus. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Restrict opening hours to allow for additional cleaning as necessary. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Communicate changes to customers. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Have policies in place around purchase guidelines. |

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■ COORDINATE WITH EXTERNAL ORGANIZATIONS AND HELP YOUR COMMUNITY

Completed In Progress Not Started

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|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Collaborate with insurers and health plans providers. Share your pandemic plans and understand their capabilities. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Share best practices with other businesses in your communities, chambers of commerce, and associations to improve community response efforts. |

■ PLAN FOR THE IMPACT ON YOUR CASH FLOW

Completed In Progress Not Started

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|--------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Prepare a forecast for the next 6 to 12 months. Consider the amount of time it would take for your business to recover. Be realistic and stay calm. Reduce your cash flows and be conservative on your approach. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Prepare a list of monthly expenses. Assess what is considered essential and what can be eliminated. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Identify what suppliers are critical and find alternative suppliers. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Identify ways to reduce operating costs and/or increase alternate sources of cash flow so that your business can survive. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Develop and plan for scenarios likely to result in an increase or decrease in demand for products and/or services during a pandemic. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Determine potential impact of a pandemic on your business financials using different scenarios. |

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■ ADDITIONAL RESOURCES

- Resources to prevent COVID-19 in the workplace (Province of Ontario)

https://www.ontario.ca/page/resources-prevent-covid-19-workplace?_ga=2.74437201.257656064.1589479817-1293147554.1582682877

- The Province of Ontario Health and Safety Guides for Retailers - Retail Sector

<https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-retail-health-and-safety-guidance.pdf?ext=.pdf>

- Cashiers

<https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-cashiers-health-and-safety-guidance.pdf?ext=.pdf>

- Retail Sales and Customer Service Representatives

<https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-sales-health-and-safety-guidance.pdf?ext=.pdf>

- Retail General Labour Employees

<https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-retail-labour-employees-health-and-safety-guidance.pdf?ext=.pdf>

- York Region Public Health – COVID-19 and Re-opening York Region Public Health Resources and Guidance for Business

<https://www.york.ca/wps/wcm/connect/yorkpublic/d9502bde-cac9-48bd-a6f0-1e8442b0286c/Re-openingYorkRegion-Resources-for-Businesses.pdf?MOD=AJPERES&CVID=n98xn39>

- List of Aurora Personal Protective Equipment (PPE) Manufacturers and Suppliers

<https://www.aurorachamber.on.ca/ppe-supplies>

- Retail Council of Canada – Road to Recovery Playbook

<https://www.retailcouncil.org/coronavirus-info-for-retailers/recovery-playbook/>