

TOURISM OPERATORS

BUSINESS CONTINUITY & REOPENING - KEY CONSIDERATIONS FOR SMALL BUSINESSES IN NEW BRUNSWICK

It is now time to reopen your business. Here is a quick checklist as well as resources to support you in your success. Have you:

**Please note that underlined text are hyperlinks to informative websites.*

Before you reopen	
<input type="checkbox"/>	Developed your Covid-19 Operational Plan
<input type="checkbox"/>	Cleaned/disinfected all work surfaces, as well as client sitting areas
<input type="checkbox"/>	Checked modifications in business hours or areas dealing with staff or the public requiring physical distancing modifications such as plexiglass or signage.
<input type="checkbox"/>	Put up all the necessary signage
<input type="checkbox"/>	Purchased all essential materials and supplies for safety of staff and public (Buy local)
<input type="checkbox"/>	Assessed if existing employees will be returning (Canada Emergency Wage Subsidy) (Right of refusal to work)
<input type="checkbox"/>	Assessed if additional hiring is required. If so, you can use New Brunswick's Tourism Community on Magnet free of charge.
<input type="checkbox"/>	Developed work plans for employees, which includes updated safety training
<input type="checkbox"/>	Established Pre-Screening Tools for employees;
<input type="checkbox"/>	Developed a plan in case an employee or visitor/customer becomes ill and possibly infectious.
<input type="checkbox"/>	Consider policies where customers can be refused entry if displaying signs of COVID-19

Essential Supplies and Changes	
<input type="checkbox"/>	Hand sanitizer available for staff and customers
<input type="checkbox"/>	Cleaning supplies - disinfectants, cloths
<input type="checkbox"/>	Disposable Gloves
<input type="checkbox"/>	Hygiene Supplies - soap, water, paper towels, toilet paper
<input type="checkbox"/>	Arrange furniture position to allow for 2 meter rule
<input type="checkbox"/>	Provide visual cues (i.e., ensure 2 meter markings on floor, directional movement for patrons, etc.)
<input type="checkbox"/>	Physical barriers such as partitions or plexiglass
<input type="checkbox"/>	Where furniture cannot be removed to adjust for physical distancing, mark certain tables and chairs unavailable for use.

When and After Re-opening	
	Procedures for Staff
<input type="checkbox"/>	Sign-in for staff, provide separate pens, or have staff text the supervisor when they start.
<input type="checkbox"/>	Pre-work "health check" for employees at the start of each shift which may include temperature checks
<input type="checkbox"/>	Staff should wash their hands a minimum of every 30 minutes
<input type="checkbox"/>	Cleaning schedule must be updated regularly
<input type="checkbox"/>	Clean and sanitize shared equipment such as credit card machines, cash register, safety vests, headsets, etc. after every use
<input type="checkbox"/>	No shared locker. Do not allow staff to leave any items overnight
<input type="checkbox"/>	Communication boards or digital messaging to convey pre-shift meeting information.
<input type="checkbox"/>	Ensure that that employees who are scheduled to work meet travel and health requirements to avoid putting others at risk
<input type="checkbox"/>	Instruct staff to wash their hands regularly and at the start and end of their shift.

<input type="checkbox"/>	Older adults, people with underlying chronic conditions or with weakened immune systems are at increased risk of COVID-19. Encourage at-risk staff to use individual measures such as frequent hand hygiene, limiting contact with others, practice social distancing, respiratory etiquette and staying home when ill to reduce their risk.
<input type="checkbox"/>	Gloves and masks are not necessary for staff to wear if prevention measures are followed (including washing hands regularly, not touching eyes, nose or mouth). If gloves and masks are used by staff, ensure that they are aware that other precautions such as hand washing are still essential. Here is also How to Wear a Face Mask
	Procedures for Customers
<input type="checkbox"/>	No one with a fever or symptoms of COVID-19 is to be permitted onsite
<input type="checkbox"/>	Physical distancing upon entry
<input type="checkbox"/>	Size of parties cannot exceed that of current public health authority restrictions
<input type="checkbox"/>	Follow floor markers for any areas where a line up may occur (restrooms, pick up areas, etc.)
<input type="checkbox"/>	All reservations must be made online or by telephone in advance. Walk in sites may not be made available. COVID-19 messaging must be provided at time of reservation: Persons taking reservations must advise that if anyone in a party is feeling sick or may have been exposed to the virus, they are to stay home.
	Public Spaces
<input type="checkbox"/>	If possible, make hand sanitizer available in frequently used areas such as the sign-in desk
<input type="checkbox"/>	Facilitate physical distancing
<input type="checkbox"/>	Arrange furniture position to allow for 2-meter rule
<input type="checkbox"/>	Provide visual cues (i.e., ensure 2-meter markings on floor, directional movement for patrons, etc.)
<input type="checkbox"/>	Physical barriers such as partitions or plexiglass
<input type="checkbox"/>	Swimming pools and playgrounds must remain closed
<input type="checkbox"/>	In elevators, limit the number of people getting into each car to no more than 2 at a time.
<input type="checkbox"/>	Use signage or lock doors to prevent use of common areas such as lobby seating.

<input type="checkbox"/>	High touch surfaces such as keyboards, pens, elevator buttons, door handles, faucets, etc. should be cleaned and sanitized on a regular schedule (for example, every hour)
<input type="checkbox"/>	Restrooms must be frequently cleaned and disinfected, especially high-touch surfaces.

Cleaning and disinfecting communication and supplies

<input type="checkbox"/>	Cleaning and Disinfecting Procedures
<input type="checkbox"/>	<u>Cleaning and Disinfection Info Sheet</u>
<input type="checkbox"/>	Cleaning supplies - cleaners, disinfectants, cloths
<input type="checkbox"/>	House Cleaning and Disinfecting Log

Documentation to be reviewed, if applicable

<input type="checkbox"/>	<u>Coronavirus Guidance for Hotels</u>
<input type="checkbox"/>	<u>Chamber of Commerce Guide to Reopen</u>
<input type="checkbox"/>	<u>Self-Monitor</u>
<input type="checkbox"/>	<u>Self-Isolation</u>
<input type="checkbox"/>	<u>Cleaning and Disinfection Info Sheet</u>
<input type="checkbox"/>	<u>List of essential supplies providers in New Brunswick</u>
<input type="checkbox"/>	<u>Hand Washing</u>
<input type="checkbox"/>	<u>Hand Sanitizing</u>
<input type="checkbox"/>	<u>Protect Yourself and Others from Getting Sick</u>
<input type="checkbox"/>	<u>Non-Medical Masks or Face Coverings</u>
<input type="checkbox"/>	<u>Disposable Gloves</u>
<input type="checkbox"/>	Hygiene Supplies - soap, water, hand sanitizer, towels, toilet paper

<input type="checkbox"/>	<p><u>Physical Distancing</u></p> <ul style="list-style-type: none"> • Facilitate physical distancing • Arrange furniture position to allow for 2 meter rule • Provide visual cues (i.e., ensure 2 meter markings on floor, directional movement for patrons, etc.) • Physical barriers such as partitions or plexiglass • Have measures in place where physical distancing is not possible
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** As recommended by Workplace Safety & Prevention Services

Other key resources and questions to consider

<input type="checkbox"/>	Have you initiated any training that can be done remotely prior to return? i.e. <u>WHMIS</u>
<input type="checkbox"/>	Is a Joint Health and Safety Commity/ representative established and operational?
<input type="checkbox"/>	Are your compliance training records up-to-date including any re-certification requirements? i.e. WorkSafeNB
<input type="checkbox"/>	Have you incorporated any health protocols into your operations?
<input type="checkbox"/>	Is your Health & Safety Board up to date, and inclusive of any health policies and protocols?
<input type="checkbox"/>	Has job appropriate and madated H&S training been completed or scheduled for returning staff?
<input type="checkbox"/>	Is orientation/training to new protocols and PPE provided?
<input type="checkbox"/>	Are Mental Health strategies implemented?
<input type="checkbox"/>	Have you reached out to TIANB help desk for support in guidelines, procedures and relief programs?

**Need more information or further support on possible relief program?
Call us at 1(833) 50TIANB or at 1(833) 508-4262.**

