

Business name: _____

Date: _____

Have you checked to see if there are any industry guidance documents available that can assist you with creating your own plan? Sector plans are available to view at novascotia.ca/reopening-nova-scotia/prevention-plans/#sector-plans

How you work and interact with customers

Think about how you serve customers, receive supplies, deliver materials, deal with waste and cleaning. Your plan could consider measures like:

- Restricting contact through curbside pick-up and delivery
- Changing how supplies are delivered
- Cleaning and disposing of waste more often
- Physical distancing in the workplace

Plan details

Physical distancing is one of the best ways to reduce the spread of COVID-19. Your plan may consider:

- Floor markings to separate and direct customers and clients
- Separating workstations or cash registers
- Staggering working hours

Plan details

Cleaning

Viruses can live on surfaces for days. If you have equipment or tools shared by multiple people, think about whether you can limit who uses it and clean surfaces and objects you touch frequently. Your plan could consider measures like:

- Provide a method for customers/clients and staff to clean their hands on entry to business
- Soap and water is preferred, but if not practical, hand sanitizer
- Regularly scheduled cleaning and disinfecting throughout the day
- Frequent disinfecting of high-touch surfaces such as countertops, door handles and debit machines

Plan details

Equipment

Consider what equipment is in your workplace; such as, desks, computers, cash registers, pencils, water coolers, lunch room appliances, pens, personal protective equipment or barriers. Your plan could consider:

- Limiting who can use the equipment and a schedule to clean equipment
- Any protective equipment required for employees such as masks and gloves
- Any protective measures to be installed, like plexiglass dividers
- Recommend wearing non-medical masks, as appropriate

Plan details

Preparing employees to return to work

Help employees understand their duties and responsibilities for complying with safe practices set by the industry and the employer. Your plan could consider:

- Training on how to self-assess symptoms and what to do/when to stay home
- Understanding duties and responsibilities of both managers and staff
- Policies to report and address non-compliance

Plan details

Preparing for customers or clients

Customers, service providers and suppliers need to be aware of the safety precautions they must follow. Your plan could consider:

- Signage to limit numbers, physical distancing
- Markings for line-ups and strategies to reduce opportunities for close contact
- Contactless delivery and pick-up
- Contactless payment

Plan details

Monitoring and communicating your plan

Everyone needs to be adaptable and considerate as we move forward together. It's critical to maintain and adapt your plan as the situation changes. You also need to communicate your plan and make sure people understand it.

Consider the following:

- If booking appointments, consider pre-visit screening by advising clients when they make an appointment that they cannot attend if they are feeling unwell the day of the appointment. The client should also be advised to use the 811 on-line self-assessment if they are unwell.
- Upon arrival for an appointment, the client should be asked if they are feeling well. If they are not, they must be asked to cancel the appointment as well as to go home and complete the 811 online self-assessment
- Staff should not come to work if they are feeling unwell and use 811 online assessment
- If possible (may not be practical in retail or food service), a registry of all people entering the business should be kept to aid in contact tracing if required. This would include staff, customers, clients, and others visiting the business (e.g. couriers, delivery persons, etc.). This is not an open sign-in book and should be kept and managed privately by the clinic. This registry must be kept while this directive remains in place.

Plan details