



HOSPITALITY

NEWFOUNDLAND & LABRADOR



BUSINESS REOPENING TOOLKIT

www.hnl.ca - hn1@hn1.ca
709-722-2000 - 1-800-563-0700



INTRODUCTION

Since the beginning of COVID-19, Hospitality Newfoundland & Labrador has been supporting you and your business when you need it most. We have compiled the below resources to support your business through the next phase of COVID-19.

As this is a phased approach, business owners need to be flexible and prepared to close if cases of COVID-19 spike in the future.

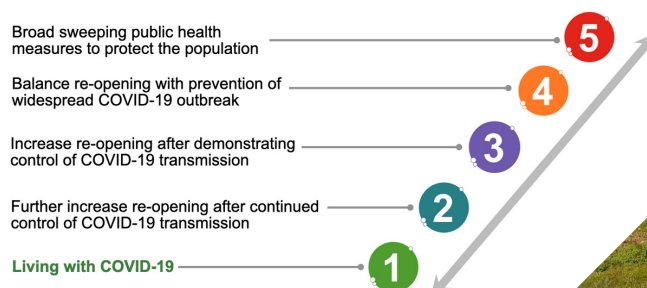
COVID-19 is changing the way businesses operate. We will continue to have your back and will support you in re-opening your business keeping employees and customers safe.

STEP 1 – GETTING STARTED

Determine if your business sector has been approved to reopen and identify any applicable restrictions and guidelines.

For additional information visit the Government of Newfoundland and Labrador [website](#) or contact the [Business Response Team](#) at 1-833-771-0696.

NL COVID-19 Alert Levels



Download Information

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STEP 2 – PREPARE YOUR WORKFORCE

Identify who will return to work, prepare a staff schedule, and notify employees.

Protect employees by installing screens or barriers in areas where physical distancing is not possible.

Encourage all employees to track instances of close contact during the work day, record name, place, and date/time.

Discourage workers from sharing phones, desks, offices, tools and equipment.

Take advantage of virtual options and advise employees to work from home, if possible.

Emphasize staying home when sick, respiratory etiquette, and hand hygiene by all employees

Encourage employees to complete the a pre-work screening health check at the beginning of each shift or work day which may include temperature checks.

Advise employees to follow-up the guidance on essential and non-essential travel during each alert level.

Request that employees identify whether they work at more than one job. This will support case and contact management by public health professionals if necessary.

CORONAVIRUS (COVID-19)

COVID-19 CONTINUES TO EVOLVE. FOR UP-TO-DATE INFORMATION YOU CAN VISIT www.gov.ca/covid-19, PUBLIC HEALTH AGENCY OF CANADA AND THE WORLD HEALTH ORGANIZATION.

WHAT IS COVID-19? COVID-19 is a respiratory virus, which causes the most common of the symptoms are felt in the chest and lungs. If you are exhibiting the following symptoms: • Cough • Fever • Difficulty breathing or shortness of breath • Persistent pain or pressure in the chest • New confusion or inability to arouse • Weakness or loss of consciousness If you develop any of these signs get medical attention immediately. Emergency screening signs include: • Difficulty breathing or shortness of breath • Persistent pain or pressure in the chest • New confusion or inability to arouse • Weakness or loss of consciousness This is not all individuals. Please consult your medical provider for any other symptoms that are severe or concerning. www.SLHealthInfo.ca	WHAT ARE THE SYMPTOMS? The following symptoms are the most common: • Cough • Fever • Shortness of breath • Persistent pain or pressure in the chest • New confusion or inability to arouse • Weakness or loss of consciousness If you develop any of these signs get medical attention immediately. Emergency screening signs include: • Difficulty breathing or shortness of breath • Persistent pain or pressure in the chest • New confusion or inability to arouse • Weakness or loss of consciousness This is not all individuals. Please consult your medical provider for any other symptoms that are severe or concerning. www.SLHealthInfo.ca	PERSONAL PROTECTIVE EQUIPMENT In addition to current PPE requirements and similar protections for your job: • If you are healthy, avoid employees who are recommended to stay away from a full range of activity, and there are potential risks of infection with: • Storage of personal gear such as jackets, vests and shoe gear are not permitted on the vehicle mounted in location where contact with individuals is not possible (an infected individual may have left respiratory droplets on their clothing, which could expose others if they touch the clothing). • Use gloves, mask and eye protection when cleaning a suspected infected area.	SOCIAL DISTANCING In addition to current PPE requirements and similar protections for your job: • If you are healthy, avoid employees who are recommended to stay away from a full range of activity, and there are potential risks of infection with: • Storage of personal gear such as jackets, vests and shoe gear are not permitted on the vehicle mounted in location where contact with individuals is not possible (an infected individual may have left respiratory droplets on their clothing, which could expose others if they touch the clothing). • Use gloves, mask and eye protection when cleaning a suspected infected area.	
HOW DOES COVID-19 SPREAD? The virus is thought to spread through respiratory droplets. • Respiratory droplets may be produced through a cough or a sneeze. • These respiratory droplets may cause self-contamination from person to person when near one another. • The respiratory droplets may also land on clothing or other objects. • It may be possible for an individual to contract COVID-19 by first touching a surface or object that has the virus on it and then touching their own mouth, nose or possibly their eyes. • May transfer from working in close proximity of each other.	CLEAN YOUR SURFACES Disinfect household bleach solution can be used if appropriate for the surface. Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Disinfect household bleach will be effective against COVID-19 on properly diluted 1% solution. Use only disinfectants that have a drug identification number which is an 8-digit number that confirms it is registered for use.	EPH APPROVED PRODUCTS LIST TO USE AGAINST COVID-19 www.eph.ca/ProductsList Hand Sanitizer Hand Soap Disinfectant	CAN COVID-19 SURVIVE ON A SURFACE? The life span of the virus while outside of the body is unknown. Other human coronaviruses can live on contaminated surfaces for up to 7 days. With proper cleaning procedures, viruses present on surfaces can be killed. For guidance on proper cleaning procedures, please visit www.gov.ca/covid-19 .	MEETINGS • Avoid when possible • Maintain separation of two one metre lengths between people • Organize breaks and lunches • Conduct meetings in work areas • Use electronic devices, email, text • No social or public events
HAND WASHING BEST PRACTICES Wet your hands with clean, running water (warm or cold) turn off the tap and apply soap. Rub your hands by rubbing them together with the soap. Be sure to rub the backs of your hands, between your fingers and under your nails. Scrub your hands for at least 20 seconds. Rinse hands well under clean, running water. Dry hands using a clean towel or air drying them. Turn off taps with a paper towel. If hands are not visibly dirty, alcohol based hand sanitizer can be used in place of soap.				

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STEP 3 – PREPARE YOUR BUSINESS & WORKPLACE

Set up your business with a single point of entry.

Follow Alert Level guidelines on how many people may gather in common areas. Congregation of people should be actively discouraged.

Post the physical distance signs of two metres (six feet) at the entrance or an area of high traffic. <https://www.gov.nl.ca/covid-19/files/Physical-Distancing-for-Businesses.pdf>

Install floor markings to promote physical distancing both for guests and employees.

Provide hand sanitizing stations at entrances where possible and promote good hand hygiene.

Perform routine environmental cleaning and clean high touch surfaces often including countertops, handles, light switches, keypads, touch screens and public areas. <https://www.gov.nl.ca/covid-19/files/factsheet-covid-19-environmental-cleaning-NL.pdf>

Learn about cleaning and disinfection for public settings ([Public Health NL](#)) and guidance for [food premises](#).

Limit the number of guests allowed in the business.

Consider the use of non-medical masks and if that is obtainable for your business.

Learn about emerging travel health notices and travel advisories ([Government of Canada](#)) and be familiar with information for travelers returning to Canada ([Public Health Agency of Canada](#)) and Newfoundland & Labrador. ([Public Health NL](#))

Ensure appropriate signage is in clear view for all employees, visitors/clients.



BEFORE ENTERING

Have you travelled outside NL in the past two weeks or do you have symptoms of COVID-19? If so, please DO NOT ENTER.

NLife COVID-19

Newfoundland Labrador



NLife COVID-19

Newfoundland Labrador
gov.nl.ca/covid-19

Download Signage



STEP 4 – CREATE A PHYSICAL DISTANCING PLAN

Encourage physical distancing (keeping a distance of at least two metres from other people) as much as possible.

Implement alternative work arrangements for employees, including flexible hours, staggered start times and teleworking

Use telephone, video conferencing, or the internet for business and including appointments.

Allow flexible hours and stagger start times, breaks and lunches or days that workers are in the workplace.

Provide physical barriers, such as plexiglass dividers.

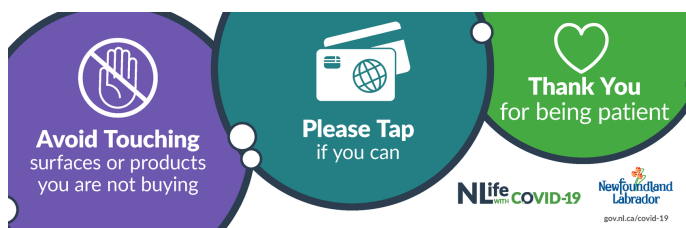
Ensure appropriate signage is in clear view for all employees, visitors/guests.

Remove furniture or mark out a two metre distance on the floor or between seats and seating areas to ensure physical distancing in common areas such as reception areas, meeting rooms, waiting rooms, kitchenettes, elevators, offices and other work spaces.

Admit fewer customers and visitors at a given time. Have a sign in and sign out sheet available discarding of the pencil/pen after each entry.

Dedicate specific hours to high-risk populations, including those over 65 and/or with disabilities

Encourage the use of self-check out technologies in businesses where possible.



[Download Signage](#)



STEP 5 – REDUCE TOUCH POINTS & INCREASE CLEANING

What you should know!

Commonly used cleaners and disinfectants are effective against COVID-19.

Frequently touched surfaces are most likely to be contaminated.

Check the expiry date of products you use and always follow the label.

Clean frequently touched surfaces more than once a day.

In addition to routine cleaning, surfaces that have frequent contact with hands should be cleaned and disinfected twice per day and when visibly dirty.

Items such as doorknobs, elevator buttons, light switches, railings should be cleaned frequently.

In addition to routine cleaning, check with your organization for any specific protocols for cleaning for COVID-19.

Clean frequently touched surfaces twice per day

- In addition to routine cleaning, surfaces that have frequent contact with hands should be cleaned and disinfected twice per day and when visibly dirty.
- Examples include doorknobs, elevator buttons, light switches, toilet handles, counters, hand rails, touch screen surfaces and keypads.
- In addition to routine cleaning, check with your organization for any specific protocols for cleaning for COVID-19.



[Download Information](#)



STEP 6 – PREPARE YOUR SUPPLY CHAIN

Coordinate delivery schedules to reduce the number of possible interactions between suppliers and staff.

Conduct supply chain risk assessments and prioritize critical focus areas.

Ensure your business is currently stocked with all necessary supplies for regular day to day functions.

Confirm your business has a contact list for all your suppliers and alternate suppliers.

Ensure your business has access to available inventory (computer equipment, printers, phones etc).

Coordinate who has the authority for ordering repair/replacement equipment and who is that person's back up.

Impact on	Analysis of				Risk score
	Degree	Likelihood	Speed	Consequence (P/N)	

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STEP 7 – COMMUNICATE WITH CONFIDENCE

Stay informed and access up-to-date information the [Government of Newfoundland and Labrador and Public Health NL](#) and the following Regional Health Authorities websites.

- [Eastern Regional Health Authority](#)
- [Central Regional Health Authority](#)
- [Western Regional Health Authority](#)
- [Labrador-Grenfell Regional Health Authority](#)

Maintain up-to-date contact information for all employees, suppliers, service providers and lenders.

Inform your employees about any changes you are making to your business.

Keep your guests/customers informed that your business is still open, when it will re-open, or if your business hours have changed.

Communicate to your customers and clients through email, website, social media or by mail.

Be sure to keep any business up to date on any third-party websites.





DOCUMENTS

Template – [COVID-19 Operator Operational Plan](#)

Template – [COVID-19 Critical Business Response Plan](#)

RESOURCES

Tourism and Hospitality Support Program Application

https://apps.gov.nl.ca/tourism_emerg_grants/Form/Form/Edit/?template_id=3146550

Government of NL: COVID-19 Business Response Team

<https://www.gov.nl.ca/covid-19/business-response-team/>



www.hnl.ca



OTHER SIGNAGE & SUPPLIERS

PPE, Printing and Cleaning Suppliers –

<https://hnl.ca/wp-content/uploads/2020/03/Suppliers-List-Final-June-15.pdf>

Fact Sheet – [Guidance on Cloth and non-Medical Masks](#)

Fact Sheet – [Know the Facts of COVID-19](#)

Poster – [How to Handwash](#)

Poster – [Washroom Door](#)

Poster – [Cleaning and Disinfection for Public Settings](#)

Poster – [Ways to Prevent COVID-19](#)

SOURCES

Government of Newfoundland & Labrador & Public Health NL

<https://www.gov.nl.ca/covid-19/>

Public Health Agency of Canada

<http://www.canada.ca/en/public-health/services/publications/diseases-conditions/cleaning-disinfecting-public-spaces.html>

Destination Northern Ontario Re-Opening ToolKit

<https://destinationnorthernontario.ca/>

Business Development Bank of Canada

COVID-19: 6 steps to manage supply chain risks

<https://www.bdc.ca/en/articles-tools/operations/purchasing/pages/covid-19-steps-manage-supply-chain-risks.aspx>