



RESOURCES

COVID-19

# ALBERTA BACK TO BUSINESS KIT

## IN THIS KIT, YOU'LL FIND:

- Best practices
- FAQ
- Templates
- Posters
- *And much more!*



**CFIB**

CANADIAN FEDERATION  
OF INDEPENDENT BUSINESS

*In business for your business™*

# 6 WAYS CFIB can help you get back to business!

CFIB has a proven track record of helping members through difficult times like floods and fires—we are committed to doing the same during the COVID-19 pandemic and as businesses get back to business. Your health, your employees' health, and your business's health are our #1 priority.

As provinces reopen their economies, we've put together information and tools to help you to get back to business.

## 1. FIGHTING FOR MORE GOVERNMENT SUPPORT

We're pushing governments to provide more relief measures for small businesses during the COVID-19 outbreak and as businesses reopen.

We will continue to ask governments to:

- Expand the qualifying criteria for many small businesses that have fallen between the cracks of government programs.
- Monitor CECRA, the rent/mortgage relief program for SMEs, to ensure fairness and participation.
- Extend current program timelines to ensure businesses have the support they need for as long as they need it.
- Introduce additional support measures to help SMEs through the recovery period.

See the most recent measures governments have put in place to support small business at [cfib.ca/covid19#govt](https://cfib.ca/covid19#govt).



**CFIB.CA/COVIDPETITION**



As we push governments to support businesses, make your voice heard: sign our petition at [cfib.ca/covidpetition](https://cfib.ca/covidpetition).

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### Pandemic Petition: join small businesses fighting for more relief

We know your business needs more help from government if it's going to survive the COVID-19 pandemic. Sign the following petition to amplify your voice and help ensure policy makers know exactly what your business needs.

[Home](#) > COVID-19 2020 Petition

My business needs urgent help to survive COVID-19!

Canadian small businesses like mine are facing their biggest challenge in our lifetimes as a result of the COVID-19 pandemic. Many firms will not survive without significant support to help pay staff and cover fixed costs like rent.

## 2. BEST PRACTICES FOR GETTING BACK TO WORK

As provinces reopen sectors of their economies, it is important you ensure that you follow best practices for health and safety to keep your workplace clean and your employees and customers safe.

Some provinces may have stricter requirements than the guidelines below.

CONTACT OUR  
BUSINESS HELPLINE  
TO LEARN MORE



1-888-234-2232  
CFIB@CFIB.CA

### BUSINESS OPERATION RECOMMENDATIONS

#### BUSINESS

- ☐ Keep informed of the provincial government announcements as to when your business can open.
- ☐ Ensure your business continues to follow regular employment standards and occupational health and safety compliance rules; please refer to your CFIB compliance checklist (in the appendix of this kit).
- ☐ Before returning to work, walk through your business to inspect/assess areas of risk of transmission in the workplace. This may require speaking to your Public Health authority.
- ☐ Consider changes to employee schedules to reduce the risk of transmission in the workplace such as allowing employees to work from home or creating a rotating schedule to avoid having all employees back at the same time.
- ☐ Assess business tasks to determine if you can minimize or eliminate ones that are not essential.
- ☐ Keep employee contact information updated regularly.
- ☐ Document your financial transactions, employee pay/attendance and all deferral/payment agreements.
- ☐ Understand symptoms: although there are a range of symptoms, the common signs are fever, cough, difficulty breathing and fatigue.
- ☐ Create a process on how customers will pick up orders/how orders will be delivered.
- ☐ Improve air circulation in the workplace.



## 2. BEST PRACTICES FOR GETTING BACK TO WORK CONT'D

### BUSINESS OPERATION RECOMMENDATIONS CONT'D

#### CUSTOMERS

- ☐ If you are able, provide additional options for customer purchases, such as online or telephone ordering, delivery or curbside pickup.
- ☐ Consider cash-alternatives for collecting payments such as debit, credit and e-transfer.
- ☐ Mark physical distancing on the floor or assign staff to ensure physical distancing of 2 meters (6 feet).
- ☐ Minimize the number of people in the workplace.
- ☐ Restrict customer use of re-usable bags or containers.
- ☐ Post signage for best hygiene practices around the store or at the cash register.
- ☐ Communicate with your customers regularly to let them know what you are up to.
- ☐ Think about social media platforms that you can join to grow your customer base.



## 2. BEST PRACTICES FOR GETTING BACK TO WORK CONT'D

### BUSINESS OPERATION RECOMMENDATIONS CONT'D

#### EMPLOYEES

- ☐ Plan which protective measures you will implement and communicate them to your employees. Encourage your employees to provide feedback on the measures to help determine the impact on their operations.
- ☐ Consider what technological changes can be made in the workplace such as a project management software or a time tracking software.
- ☐ Provide business updates to your employees 2 times a week to keep them posted on the ever-changing changing situation.
- ☐ Consider the methods of communication available to you and your employees and evaluate if they meet your needs.
- ☐ Educate your employees on the new policies put into place to reduce risk of transmission and contamination in the workplace.
- ☐ Ensure you follow the health and safety representative and committee guidelines, as per your provincial government requirements.
- ☐ Ensure you have hand sanitizer, soap and paper towel available, especially for employees that have in-person contact with customers.
- ☐ If your employees have any health-related concerns or recommendations, they should be encouraged to speak to their supervisor, and/or health and safety rep/committee.
- ☐ Remind employees of good hygiene practices such as hand washing and not touching their face.
- ☐ Mandate physical distancing of 2 meters (6 feet) during breaks or workplace interactions wherever possible.
- ☐ Limit in-person staff or external meetings as much as possible. Consider online and phone calls as alternatives.
- ☐ Consider installing barriers between employees and customers, such as plexi-glass or wearable employee reminder signs to physical distance.
- ☐ Train your employees on how to keep workstations clean and disinfect equipment. Areas with high traffic, such as cash registers, should be disinfected frequently throughout the day.
- ☐ Sanitize communal spaces like washrooms, entrances and counters that are frequently used.
- ☐ If you are able, provide a phone sanitizing station or cleaning wipes for this purpose.
- ☐ Postpone visits that are not essential to your business operations.
- ☐ If you are using personal protective equipment (masks, face shields, etc.), train your employees on how to use it properly.

### 3. ANSWERS TO YOUR QUESTIONS

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*How do I recall my employees back to work?*

*What if they refuse to come back?*

*What compliance issues and provincial standards do I need to follow as I reopen my business?*

Every province has its own legislative requirements and recommendations that must be followed when reopening businesses, otherwise you could be fined. Not knowing could cost you!

We created a special Alberta FAQ for everything you need to know when it comes to reopening your business.



**READ ALBERTA REOPENING FAQ**

#### ONLINE COVID-19 FAQs

We are continuing to provide comprehensive answers to all your COVID-19 questions based on the latest information. Use our general FAQ to find information on:

- Government relief measures
- Your rights and obligations as an employer
- Which businesses have been deemed essential and non-essential
- Your employees' rights
- Prevention measures



Visit [cfib.ca/covid19](https://cfib.ca/covid19) for the full list of questions and answers.

**CONTACT OUR BUSINESS HELPLINE  
FOR MORE ANSWERS TO YOUR QUESTIONS**



**1-888-234-2232  
CFIB@CFIB.CA**

## 4. TEMPLATES THAT HELP GET YOUR BUSINESS BACK ON TRACK

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Download our customizable templates to easily put policies in place that keep your employees, customers and business safe.

### OUR TEMPLATES INCLUDE:

#### ***Alberta COVID-19 Operational Plan***

Alberta expects all businesses to implement policies and procedures to address COVID-19. Putting COVID-19 health and safety protocols and practices in place will help keep your business safe. We've put together an operational plan that will help you keep track of everything in one place.



**DOWNLOAD YOUR PROVINCIAL  
OPERATIONAL PLAN TEMPLATE**

#### ***Calling your employees back to work letter***

As you prepare to reopen your business, recalling any staff from layoff will be your top priority. Use this template to let your employees know how they will come back to work.

#### ***"We're open" poster***

Show your customers that your business is open and invite them to follow health guidelines. Find a copy of this poster in your kit.

#### ***CECRA request letters***

Invite your landlord or renter to participate in the Canada Emergency Commercial Rental Assistance Program.

#### ***Notice to visitors***

If you welcome visitors in your business, you might want to remind them to follow the safety measures you've put in place. This sign can help you communicate your expectations clearly and stop unsafe behaviour at the door.

#### ***Emergency preparedness***

Emergencies can happen at any time. Our five-step checklist will help you identify risks to your business and make an emergency plan to deal with them—including the coronavirus pandemic.

#### ***Sick policy***

Having an attendance or sick policy is a best practice at any time. It lets your employees know their rights and responsibilities regarding time off for sickness, reducing confusion and frustration.



Download all our templates at  
[cfib.ca/covidtemplates](https://cfib.ca/covidtemplates).

## 5. OUR BUSINESS HELPLINE— REAL PEOPLE, REAL ANSWERS

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Speak with an expert about interpreting both the required and recommended steps to reopen your business. Make sure you're compliant to avoid a fine!

For example:

- *Every province has its own health and safety requirements which govern various sectors and industries. Be prepared to implement these as you reopen your business.*
- *The Federal government introduced many relief programs to help SMEs. Which program(s) is your business eligible for?*
- *Many provincial governments have initiated relief measures aimed at helping businesses defer taxes and reduce operating costs. Which ones are available to your business?*

With counsellors in every province, the answers are a quick phone call away!

### OUR BUSINESS COUNSELLORS CAN HELP!

Since the COVID-19 crisis began, we have answered more than 20,000 calls from business owners looking for help with HR and access or advice on the federal and provincial programs designed to help.

**CONTACT OUR BUSINESS HELPLINE  
FOR MORE ANSWERS TO YOUR QUESTIONS**



**1-888-234-2232  
CFIB@CFIB.CA**



## 6. GOOD PROTECTION IS GOOD BUSINESS

### LOOKING TO BUY OR SELL PERSONAL PROTECTIVE EQUIPMENT? JOIN OUR “PPES FOR SMES” GROUP

As governments start to lift restrictions and reopen the economy, access to personal protective equipment (PPE) is one of independent business owners' top concerns, according to our members.

To help you reopen your business safely, we built a Facebook group to connect you directly with other businesses looking to buy or sell PPE.

#### FOR BUYERS

You can see all the offers from providers and contact the one that suits your needs.

#### FOR SELLERS

Post your offer using our clear, easy-to-use template to ensure buyers can both find you and contact you.

#### Don't have a Facebook account?

You can set one up in less than a minute using any email address or mobile phone number.

Alternatively, you can email us at [ppe@cfib.ca](mailto:ppe@cfib.ca) for support.



Some provinces are also making information about accessing PPE available. Visit [cfib.ca/covid19#ppe](https://cfib.ca/covid19#ppe) to learn more.

# APPENDIX

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## INCLUDING:

- “We are open” poster
- Regular compliance checklist

# COME IN, WE ARE



## WELCOME BACK!

Your health and safety is our #1 priority.

We're committed to:

- Cleaning and disinfecting surfaces in high traffic areas regularly.
- Frequent handwashing for employees.
- Offering contactless debit/credit.
- Following provincial guidelines.



## OUR NEW HOURS:

Thanks for dropping by! If we're at capacity, try visiting us online or give us a call to arrange pickup or delivery



**VISIT US ONLINE** at

OR **CALL US AT**



## HELP US KEEP OUR BUSINESS SAFE.

Stay 2m apart from other customers and cough into your elbow.

*Join us in creating a COVID-19 free community!*

PROVIDED BY

**CFIB**

CANADIAN FEDERATION  
OF INDEPENDENT BUSINESS.

# IS YOUR BUSINESS AT RISK?

## COMPLIANCE CHECKLIST



### DID YOU KNOW?

By law, your business has to have certain written policies in place to comply with legislation. There are other key policies that are not mandated, but are strongly suggested. If your business doesn't have the following in place, you could be putting your business at risk:

REQUIREMENT:	CONSEQUENCES AND FINES FOR NON-COMPLIANCE:
<input type="checkbox"/> 1. Harassment Policy, Violence Policy, Health & Safety Representative or Committee	<i>Up to \$10,000 a day, per contravention</i>
<input type="checkbox"/> 2. Privacy Policy	<i>Up to \$10,000 for an individual and up to \$100,000 for a corporation</i>
<input type="checkbox"/> 3. Anti-Spam Procedures (CASL)	<i>\$1,000 per email up to \$100,000, with maximum for corporations of \$10 million for ongoing infractions</i>
<input type="checkbox"/> 4. Music Licensing	<i>Prosecution in Federal Court for egregious non-compliance</i>
<input type="checkbox"/> 5. WHMIS	<i>Up to \$1,250</i>
<input type="checkbox"/> 6. Fasken Drug and Alcohol Policy	<i>Legal Defence for employee discrimination lawsuit, requiring legal fees of \$10,000 to \$100,000</i>
<input type="checkbox"/> 7. Trademark Protection	<i>Legal action to protect your trademarks if not registered: \$500 - \$10,000</i>

Workplace policies (i.e. regarding harassment, social media use, cell phone use, attendance and privacy) constitute a key component of good corporate governance and form a basis for assessing discipline of employees.

If you are already a CFIB member, and do not have these in place, call **1-888-234-2232** or email **cfib@cfib.ca** to speak to a business counsellor. We have templates and guidance ready for you, so that you can be in compliance.

# CFIB BUSINESS COUNSELLORS HELPING YOU. PROTECTING YOUR BUSINESS.

CFIB business counsellors can save you hours of frustration trying to find the answers you need. Best of all, this service is at no extra cost to members like you.

Looking for information or guidance on topics like these? We can help!

## MANAGING EMPLOYEES

- ☐ Employee leaves of absences
- ☐ Understanding employment standards
- ☐ Employee discipline
- ☐ Handling terminations

## OPERATING YOUR BUSINESS

- ☐ Trademark and Intellectual Property protection
- ☐ Contractual matters
- ☐ Advising on incorporation v. sole proprietorship
- ☐ Exit/succession planning

## REGULATIONS AND TAXATION

- ☐ Complying with the health and safety legislation
- ☐ Setting up required workplace policies
- ☐ Understanding Workers' Compensation
- ☐ Determining which regulations apply to your business

Our counsellors have years of experience helping businesses like yours. In more complex cases, we may recommend you seek the advice of an accountant or lawyer.



*You are a lifesaver. It is at times like this I am so glad that you are out there looking out for small business, I just did not have the mind power to take care of everything alone and this saved me much time and stress."*

—CFIB Member

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**RUNNING A BUSINESS CAN BE CHALLENGING.  
WE MAKE IT EASIER.**



*Any questions? Call our business counsellors today.*

**1-888-234-2232 or [cfib@cfib.ca](mailto:cfib@cfib.ca)**