



RESOURCES

COVID-19

BRITISH COLUMBIA BACK TO BUSINESS KIT

IN THIS KIT, YOU'LL FIND:

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



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.



CFIB.CA/COVIDPETITION



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



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



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 British Columbia FAQ for everything you need to know when it comes to reopening your business.



READ BRITISH COLOMBIA 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 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

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

OUR TEMPLATES INCLUDE:

British Columbia COVID-19 Operational Plan

British Columbia and WorkSafe BC require all businesses to have an operational plan to ensure protection measures for workers are in place. Your plan should include an assessment of risk for potential spread of COVID-19 at the workplace, how measures to reduce the risk will be implemented, and how new policies and training will be communicated with staff. For your convenience, we've put together an operational plan for you to use that will help 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.

5. OUR BUSINESS HELPLINE— REAL PEOPLE, REAL ANSWERS

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?

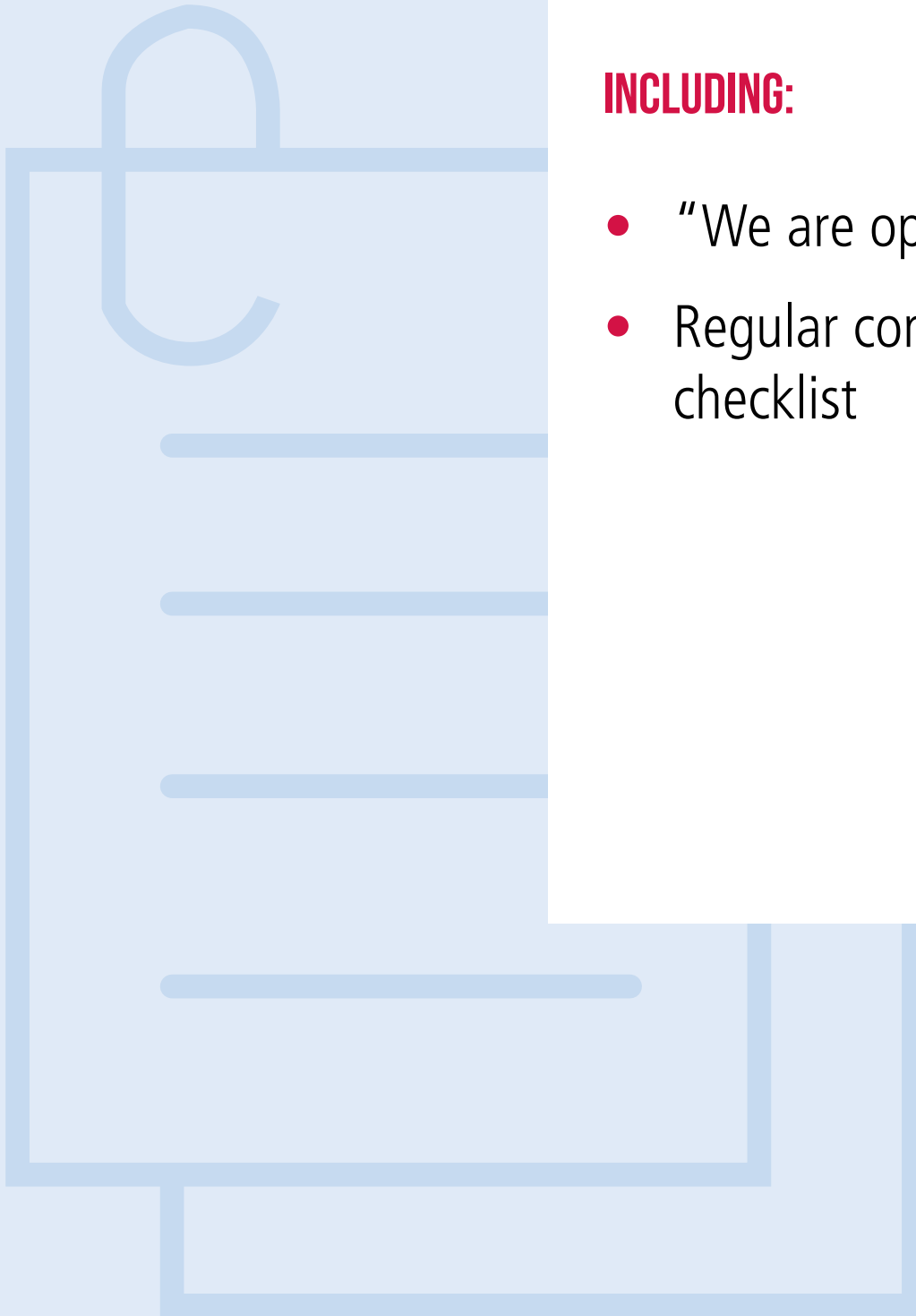
You can set one up in less than a minute using any email address or mobile phone number.

Alternatively, you can email us at ppe@cfib.ca for support.



Some provinces are also making information about accessing PPE available. Visit cfib.ca/covid19#ppe to learn more.

APPENDIX



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!

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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 government regulations. If your business doesn't have the following in place, you could be putting your business at risk:

POLICY	FINE FOR NON-COMPLIANCE:
<input type="checkbox"/> Anti Bullying and Harassment Policy & Poster	<i>Up to \$2,500</i>
<input type="checkbox"/> New & Young Workers Policy & Poster	<i>Up to \$2,500</i>
<input type="checkbox"/> Health & Safety Policy	<i>Up to \$15,000</i>
<input type="checkbox"/> Joint Committee Policy	<i>Up to \$15,000</i>
<input type="checkbox"/> Privacy Policy	<i>Up to \$1,000</i>
<input type="checkbox"/> Anti Spam Policy	<i>\$48,000 up to \$1.1 million</i>
<input type="checkbox"/> Credit Card Payment Security Standards	<i>\$5,000 up to \$500,000</i>
<input type="checkbox"/> Keep a stocked and updated First Aid Kit in your workplace	<i>Up to \$1,000</i>
<input type="checkbox"/> Music Licensing	<i>From \$100 up to \$20,000</i>
<input type="checkbox"/> WHMIS	<i>Up to \$1,250</i>
<input type="checkbox"/> Fasken Drug and Alcohol Template	<i>Lawsuit for addictions discrimination \$10,000 to \$800,000</i>

Not all policies are required by the government, but some are just smart business practice.

Workplace policies surrounding social media, cell phone use, attendance, progressive-discipline, and an employee code of conduct can assist in creating a safe and organized workplace.

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 ready for you so that you can get 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!

OPERATING YOUR BUSINESS

- ☐ Obtaining EI rulings/refunds
- ☐ Understanding oral vs. written contracts
- ☐ Advising on merchant services/credit card acceptance
- ☐ Guidance in difficult circumstances

HIRING AND COACHING EMPLOYEES

- ☐ Recruiting and interviewing employees
- ☐ Understanding employment standards
- ☐ Employee training
- ☐ Avoiding termination exposures

REGULATIONS AND TAXATION

- ☐ Complying with the Canada Revenue Agency (CRA)
- ☐ 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 find information. In some cases, we may recommend you seek the advice of an accountant or lawyer when circumstances warrant.



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

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



**Get in
touch.**

We're here to help.

Any questions? Call our business counsellors today.

1-888-234-2232 or cfib@cfib.ca



2019 Novel Coronavirus (COVID-19)



Do you have a FEVER, or NEW
COUGH or DIFFICULTY BREATHING?



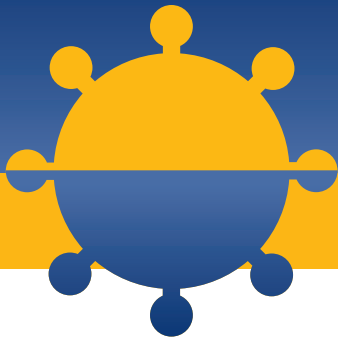
Clean your hands



Put on a mask



Report to
reception or a
health care provider



Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health



SICK OR SELF-ISOLATING? DO NOT ENTER



**DO NOT ENTER
IF YOU ARE SICK
OR REQUIRED
TO SELF-ISOLATE**



Ministry of
Health



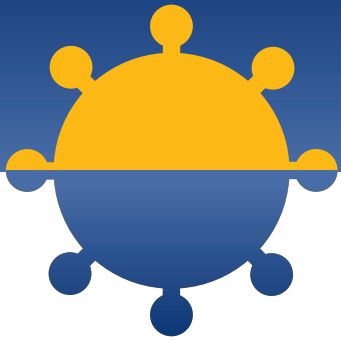
BC Centre for Disease Control

**If you have fever, a new cough, or are
having difficulty breathing, call 8-1-1.**

Non-medical inquiries (ex. travel, physical distancing): **1-888-COVID19 (1888-268-4319)**
or text 604-630-0300



IPC V1.1



Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health

Hand Hygiene

**SOAP OR ALCOHOL-BASED
HAND RUB: Which is best?**

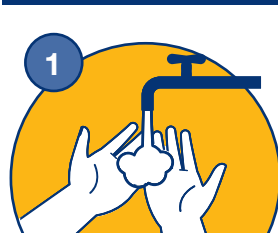


**Either will clean your hands:
use soap and water if hands
are visibly soiled.**



Remove hand and wrist jewellery

HOW TO HAND WASH



Wet hands with warm
(not hot or cold)
running water



Apply liquid or foam soap



Lather soap covering
all surfaces of hands
for 20-30 seconds



Rinse thoroughly
under running water



Pat hands dry thoroughly
with paper towel



Use paper towel
to turn off the tap

HOW TO USE HAND RUB



Ensure hands are visibly
clean (if soiled, follow hand
washing steps)

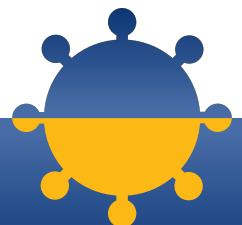


Apply about a loonie-sized
amount to your hands



Rub all surfaces of your hand
and wrist until completely
dry (15-20 seconds)

COVID19_HH_001

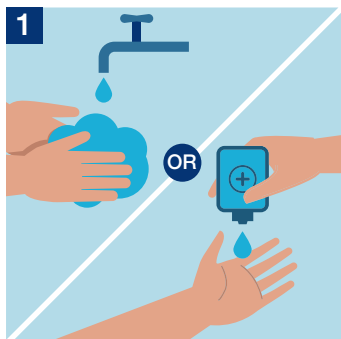




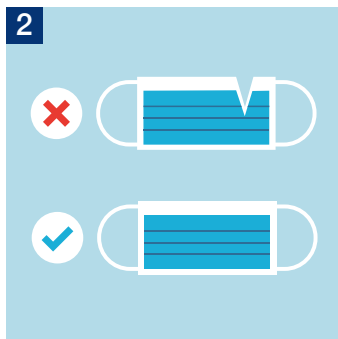
Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health

How to Wear a Face Mask



1 Wash your hands with soap and water for 20-30 seconds or perform hand hygiene with alcohol-based hand rub before touching the face mask.



2 Check the new mask to make sure it's not damaged.



3 Ensure colour side of the mask faces outwards.



4 Locate the metallic strip. Place it over and mold it to the nose bridge.



5 Place an ear loop around each ear or tie the top and bottom straps.



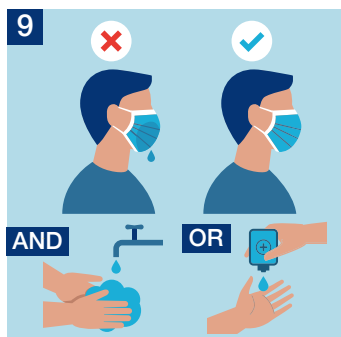
6 Cover mouth and nose fully, making sure there are no gaps. Pull the bottom of the mask to fully open and fit under your chin.



7 Press the metallic strip again to fit the shape of the nose. Perform hand hygiene.



8 Do not touch the mask while using it, if you do, perform hand hygiene.



9 Replace the mask if it gets wet or dirty and wash your hands again after putting it on. Do not reuse the mask.

Removing the Mask



1 Perform hand hygiene.



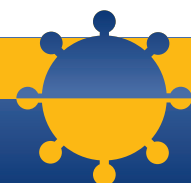
2 Do not touch the front of your mask. Lean forward, gently remove the mask from behind by holding both ear loops or ties.

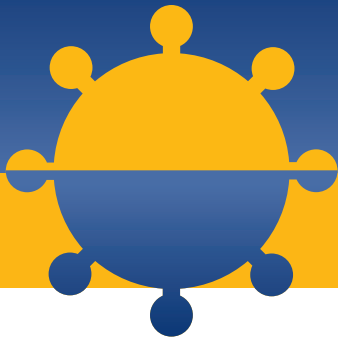


3 Discard the mask in a waste container.



4 Perform hand hygiene.





Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health



REDUCE THE SPREAD OF COVID-19



PHYSICAL DISTANCING IN PROGRESS

**Maintain a distance of at least
2 arms lengths from others.**



Ministry of
Health



BC Centre for Disease Control

**If you have fever, a new cough, or are
having difficulty breathing, call 8-1-1.**

