

COVID-19 Actions for Businesses

For Your Customers

- Please feel free to use the **attached sign** for your front door
- If possible, provide hand sanitizer for customers to use when they come in and leave
- Limit the number of customers in the store at any one time based on your circumstances to ensure social distancing (standing at least 6 feet apart)

For Your Business and Employees

- Practice social distancing (standing at least 6 feet apart) and respiratory etiquette (coughing into your sleeve or using a kleenex)
- Encourage all staff to wash their hands frequently – all parts of their hands for a minimum of 20 seconds. Please feel free to use the **attached sign** with handwashing instructions above all of your sinks
- Have kleenex, hand sanitizer, and garbage cans readily available
- Communicate regularly with your staff about keeping themselves safe. Check in with them often to remind them about social distancing, respiratory etiquette, and handwashing
- As much as possible, only one person should use the same equipment, e.g., cash register, computer, etc.
- Encourage customers to use tap technology for payment to limit handling cash and touching Point Of Sale machines
- Regularly clean and sanitize commonly used surfaces e.g., doorknobs, baskets and shopping carts, counters, phones, keyboards, cash registers, etc.
- Increase extent and frequency of overall store cleaning

If Anyone has Symptoms

- Staff should stay home if they have flu-like symptoms
- If you or your staff think you have coronavirus (COVID-19) symptoms or have been in close contact with someone who has it:
 - Use this online self-assessment tool to help you determine what to do next <https://covid-19.ontario.ca/self-assessment/>
 - Contact Telehealth Ontario at 1-866-797-0000, the local public health unit or your primary care provider
- Only call 911 if it is an emergency. If you are having difficulty breathing or are experiencing other severe symptoms call 911
- Note - a sick note is not needed for them to stay at home, and there are government supports available for staff if they need to stay home. Financial assistance information is available here: <https://www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html>

Tips for Your Staff at Home

- Staff should wash their hands thoroughly as soon as they get home
- Suggest they regularly clean their own door knobs, light switches, faucets, etc.
- Suggest they wash their re-usable grocery and other bags and clothes more frequently