Safely Open For Business

A guide to resuming safe operations amidst COVID-19

COVID-19 remains a serious health threat. To help prevent the spread of COVID-19 and establish Banff as a safe destination, the implementation of public health measures and compliance with guidance from Alberta Health Services (AHS) is essential.

Businesses and services must put in place physical distancing controls and other health measures to operate safely and protect staff, customers, and the community. AHS is actively monitoring businesses, services, and public activities to ensure guidelines are being followed.

The following serves as a guide to help your business open safely, provide exceptional service to the public in Banff, and reduce the risk of transmission of COVID-19.

Top 10 measures to implement to open safely:

1. Screen everyone for illness. Before employees enter the workplace, they must confirm they are not feeling sick or displaying any symptoms of COVID-19, such as runny nose, sore throat, fever, cough (new cough or worsening chronic cough), shortness of breath or difficulty breathing (new or worsening). Display a sign that prohibits customers from entering if they have travelled internationally in the last two weeks, have been in contact with a positive case, they are sick, or they exhibit any symptoms. (Order a customized customer screening and COVID-19 prevention poster from communications@banff.ca.)

2. Keep people 2 metres apart on your premises. Use signage and floor stickers to remind customers and staff about maintaining a **2 metre** distance from others not from their household or cohort. Apply physical controls such as occupancy limits to your space. Update the layout of furniture and displays to help people remain 2 metres apart everywhere in your workplace.

3. Wear masks. If your staff cannot maintain a **2 metre** distance from other staff or customers, use physical barriers such as plexiglass guards, full face shields or face masks to reduce the risk of viral transmission.

4. Take care and control of cleaning in your space. Monitor all space of your operations—inside and outside—and clean all surfaces after they have been touched and an individual has moved on. For restaurants, all backs of chairs, armrests and table surfaces are disinfected after each use. For shops, all items that are touched or worn by customers must be disinfected or removed immediately for 24 hours separation from stock. Consider limiting hours of operations to enable for frequent disinfecting of high-touch surfaces, such as door handles, light switches, etc.

5. Provide hand sanitizer. Help customers and staff practice good hygiene, all the time.

6. Promote safe movement in your space. Add controls with signage and physical measures to promote one-way pedestrian traffic to help keep customers and staff 2 metres apart. (Order a made-in-Banff sticker for your floor to help manage 2 metre distancing requirements from info@defendingawesome.com.)

7. Provide directions to waiting customers. Have signs, ground stickers and website information indicating where people must wait (along your building frontage) while keeping 2 metres apart. The best practice is online methods of reserving visit time, register time and text number immediately, or providing "vibrating hockey puck" pagers so customers don't have to wait in a line. (Request free sidewalk stickers for customers lining up, noting "wait here/stay 2m apart" from communications@banff.ca.)

8. Meet and exceed the rules for opening. Closely follow guidelines for your type of business provided by the Government of Alberta: alberta.ca/guidance-documents. Requirements such as maximum number of people at a table, physical distancing measures and cleaning practices are being monitored. Follow best practices provided by Banff & Lake Louise Tourism: bannflakelouise.com/members/reopening-guidelines.

9. Reduce contact points. Use and promote touchless payment methods. Also consider installing automatic doors, touchless washroom fixtures, etc. Consider online services, virtual meetings and celebrations, curbside pick up or contactless delivery.

10. Showcase your safety measures. Posting your business's measures to keep staff and customers safe in your entrance and on your website helps build customer confidence in their decision to safely access your business or service. The more businesses that post information about health and safety measures, the greater the wide-spread confidence in Banff as a safe destination. (Order a customized "We're Open" poster from communications@banff.ca that highlights your safety measures.)

Posters available for businesses:

Email communications@banff.ca to request a customized "We're Open" poster for your business that includes your logo and highlights your safety measures from a selection of options (see template on page 5.) Customized customer screening and prevention tip posters are also available from the Town of Banff (see template on page 6).

Alternatively, display a generic "Open for Business and Keeping Alberta Safe" poster from the Government of Alberta: alberta.ca/covid-19-information-posters.aspx.

Access more best practices and tips:

- bannflakelouise.com/members/reopening-guidelines
- banff.ca/COVIDbusiness
- alberta.ca/biz-connect

Promote your business:

- Request to be added to the Town of Banff's listing of open businesses at banff.ca/OpenInBanff by emailing communications@banff.ca.
- Update Google, the #1 tool used by the majority of residents and visitors to find your service or business. Your business must appear in search results and deliver accurate information. Google has specific fields for identifying your COVID-19 safety measures or type of modified service. Find out why and how to update your Google My Business profile: bannflakelouise.com/members/google-my-business.

Be informed and subscribe to updates at **banff.ca/COVID**

Town of Banff

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Considerations for human resources:

• Maintain an up-to-date contact list for all workers and/or volunteers, including names, addresses and phone numbers to keep track of who is at the business on each shift/day to facilitate contact tracing.

• Consider using a log of employees/volunteers for the purposes of tracing close contacts.

• Prepare for increases in absenteeism due to illness among workers/volunteers and their families. This may include updating sick time policies where applicable. Refer to the temporary workplace rule changes: alberta.ca/temporary-workplace-rule-changes.

• Conduct a hazard assessment to determine if personal protective equipment (PPE) is necessary. If necessary, ensure that the PPE is appropriate for the hazard and fits workers and volunteers effectively.

• PPE should be stored, used and maintained as per the manufacturer's instruction for use, so it can perform its intended function to protect workers and volunteers.

• If a mask is deemed necessary, ensure workers/volunteers follow guidance to wear masks properly: alberta.ca/masks.

Instances of non-compliance:

If a business is concerned an individual is not following public health orders, the operator can:

    • Remind the person that not following public health orders is against the law and puts people at risk.

    • To report urgent matters call RCMP at 403.762.2226. **Do not call 911.**

If an organization/business is not following public health orders:

    • The public may submit a complaint to AHS public health inspectors online or leave a message at 1.833.415.9179.

We're Open

Serving You Safely

Your Logo
(optional)

Reserve your visit... space is limited

Describe your service offering

Text notification..

Take out/delivery..

Your contact information

Contact Us: 403.123.5467 · yourwebsite.com · yourcontact@email.com

Our Extra **COVID-safety** measures:

- Enhanced cleaning and disinfecting
- Access to hand sanitizer for customers
- Screening staff before shifts for symptoms of COVID-19
- Specialized staff training

- Our servers wear masks
- 2-metre distancing between customer groups
- Max 6 people per group
- We restrict the number of people in our business to ensure physical distancing

Identify you safety measures for inculsion on "We're Open" poster.

Be informed and subscribe to updates at **banff.ca/COVID**

Shop Local

COVID 19

Help Prevent the Spread

Do not enter if you have travelled internationally in the last two weeks, if you have been in contact with a positive case, if you are sick, or if you are experiencing symptoms such as a runny nose, sore throat, fever, cough, shortness of breath or difficulty breathing.

Stay 2 metres apart from staff and other customers at all times.

Cover coughs and sneezes with a flexed elbow or tissue.

Avoid touching your face.

Use hand sanitizer frequently.

Options To Choose From:
Identify the health and safety reminders you wish to include on your customized poster.

Wear a mask or face covering in crowded public places.

Self-isolate if you are sick, experiencing symptoms of COVID-19 or have been in contact with a positive case.

Space inside is limited. You may be asked to wait until other customers depart before you can enter (1 person out = 1 person in).

If you feel sick or symptomatic, complete the self-assessment on **AHS.ca/covid** to get tested for COVID-19.

Wash your hands frequently with soap and water for at least 20 seconds.

Turn on Bluetooth and use the **ABTraceTogether** app to help with contact tracing.

Be informed and subscribe to updates at **banff.ca/COVID**

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