



CANADIAN BUSINESS
RESILIENCE NETWORK
Prepare. Persevere. Prosper.

REOPENING CANADA'S ECONOMY

A NATIONAL GUIDE FOR BUSINESS

Updated: May 20, 2020



Canadian
Chamber of
Commerce

Chambre de
Commerce
du Canada

In partnership with

Canada

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A Message from the Hon. Perrin Beatty, PC, OC, President and CEO, Canadian Chamber of Commerce


It's hard to even enumerate all of the social and economic challenges Canadians have faced over the last weeks and months. Nobody knows when the pandemic will end, or what the end may eventually look like, but it will undoubtedly take years for our economy to fully recover. To say that we are living in unprecedented times scarcely does the situation justice.

Yet, despite all the challenges, I have been continually impressed by the innovative spirit, cooperation and resilience shown by Canadian businesses as they navigate this crisis. We have all heard the stories of businesses finding a new way to reach their customers or a shop making shelf-space for locally produced goods. Businesses that are able to are donating supplies and expertise. Manufacturers are overhauling their operations to produce much-needed personal protective equipment. Without this perseverance, the situation today – as bad as it is – would be much, much worse for Canadians.

Now, as we start to turn our attention to reopening our businesses and national economies, we need to demonstrate the same spirit our community has shown over the past number of weeks and months. I hope we will continue to pull together, to support one another and to share our collective knowledge and experience with each other. This way, Canada's economy can come back strong.

This toolkit is assembled with that spirit in mind. It provides advice, guidance and access to resources from across Canada. It provides tangible information that you, as a business operator, will need to bear in mind and put to use. It encourages all of us to continue to be flexible and innovate as we navigate a world with COVID-19 where we must prioritize the health and well-being of our teams, our customers, our communities and ourselves.

Canadian businesses -- and all the people behind those businesses -- should feel proud of the job we have all done to get this far. But the work is not over yet, and so as we all carry on in the days, weeks and months ahead, remember: we have been, and continue to be, in this together. We will succeed together.

A handwritten signature in black ink that reads "Perrin Beatty". The signature is written in a cursive, flowing style.

Hon. Perrin Beatty, PC, OC
President and Chief Executive Officer
Canadian Chamber of Commerce

An Introduction to CBRN's Reopening Toolkit

As businesses prepare to reopen or revamp their operations amid the ongoing COVID-19 pandemic, there are numerous issues and challenges to consider. This toolkit prepared by the Canadian Chamber of Commerce's Canadian Business Resilience Network is designed to provide guidance, or access to guidance, for business owners and senior managers responsible for re-establishing their operations while ensuring the health and safety of operators, staff, customers and the general public is at the forefront.

With this document in hand, you should have the resources you need in order to:

- 1. Update your Operations Plan.**
- 2. Update your Health and Safety Plan.**
- 3. Communicate those plans and procedures to your staff, customers and suppliers.**
- 4. Know how to access any required personal protective equipment.**
- 5. Continue to access government financial supports.**
- 6. Understand the social services, such as childcare, that are available to you and to your staff.**
- 7. Be aware of the wide array of additional supports, resources and guides that are available.**

In developing any plans, one of the primary challenges for businesses is to determine the rules and regulations in place across a wide variety of jurisdictions, including federal, provincial/territorial and municipal. Additionally, guidance or best practices may be available from industry-specific associations. Please be aware that this toolkit primarily focuses on the regulatory framework put forward by the federal and provincial/territorial governments; as such, there may be additional municipal codes your business must comply with that are not addressed in this toolkit.

Sourcing personal protective equipment (PPE) is top-of-mind for many business operators. This includes both suppliers, many of whom have not traditionally produced PPE, and purchasers, again many of whom have not previously needed to purchase PPE. To this end, the Canadian Business Resilience Network is pleased to be collaborating with the Rapid Response Platform. The RRP Canada project allows producers and purchasers to find each other in order to enable PPE business transactions. Having a PPE supply on-hand may be a requirement for compliance with many regulations, depending on the nature of your operation.

In order to ensure the safety of staff, customers and suppliers and to assist with smooth operations, clearly communicating with these groups is essential. This includes conveying information about the rules and procedures to follow and providing reassurances to your staff, customers and suppliers feel safe in your environment.

As businesses reopen, government will undoubtedly wind down some of the financial support programs. However, at the time of this writing, financial support programs continue to be widely available, and some are being expanded (such as the Business

Credit Availability Program) or extended beyond their original cut-off dates (such as the Canada Emergency Wage Subsidy). Please continue to consult the available financial supports to determine if they can assist your business during your reopening and ongoing operations.

The reopening of workplaces may create challenges for employees who have children or other dependents who are at home because of school, daycare or long-term care home closures. The lack of care availability means that some staff may only be able to return to the workplace part-time or may need to continue to work from home. Business operators are encouraged to work with their staff to find flexible solutions until care options become available again. This toolkit also provides information, to the extent it is available, on available childcare solutions for you and your staff.

Finally, while the events of the past months are unprecedented, we remain *in this together*. Countless businesses have created programs to help their communities. Others have revamped their operations to provide critical services or supplies. Numerous organizations and associations have produced guides of their own. We are pleased to share access to as many of these tools as we can to help all Canadian businesses prepare, persevere and prosper.

About CBRN

The Canadian Chamber of Commerce established the Canadian Business Resilience Network to bring together its vast network of over 450 chambers of commerce and boards of trade, and over 100 of Canada's leading business and industry associations, including the Business Council of Canada, the Canadian Council for Aboriginal Business, the Canadian Federation of Independent Business, Canadian Manufacturers & Exporters and the Retail Council of Canada, to help the business community prepare, persevere and ultimately, prosper as we collectively face the COVID-19 pandemic.

In partnership with the Government of Canada, we are executing a coordinated, business-led, inclusive campaign in both official languages, with the overarching goals of mitigating the impact of the pandemic on our economy, our communities and our citizens and positioning business to help drive Canada's economic recovery.

To achieve these goals, we need to help businesses:

- **Prepare** – By providing insights, best practices and tools to help businesses be ready to sustain operations through the crisis, and a potential second wave, and to plan for a strong and speedy recovery.
- **Persevere** – By advocating for timely and effective economic policy and stimulus, providing information and insights to inform decision-making and highlighting services to support operational health.

- **Prosper** – By introducing new policy recommendations, program ideas and recovery initiatives that can be implemented while remaining vigilant about COVID-19.

Today, CBRN has more than 570 member associations representing the whole of Canada. You can contact us [here](#).

About the Canadian Chamber of Commerce – *Because Business Matters*

The Canadian Chamber of Commerce helps build the businesses that support our families, our communities and our country. We do this by influencing government policy, by providing essential business services and by connecting businesses to information they can use, to opportunities for growth and to a network of local chambers, businesses, decision-makers and peers from across the country, in every sector of the economy and at all levels of government, as well as internationally. We are unapologetic in our support for business and the vital role it plays in building and sustaining our great nation.

Learn more at [Chamber.ca](#).

National Reopening Government Regulation Tracker

In order to operate, businesses must abide by all national, provincial/territorial and local codes issued by our governments. This includes when and which businesses are allowed to open, an array of health and safety measures, social distancing standards, occupancy limits and more.

The new rules will inform how your operations and health and safety standards must be adapted to the current situation.

Below, please find access to rules and regulations that are in place according to federal and provincial/territorial jurisdictions.

Please note:

1. This document was updated based on information from [May 20, 2020](#). Numerous changes may have taken place since then. Please find the most up-to-date information on CBRN's website [here](#).
2. Depending on the nature of your operation, you may be subject to more than one set of regulations (e.g. if you operate in more than one province).
3. This toolkit does not include municipal codes, which may have an impact your operations. Please consult your local chamber of commerce or municipal government resources for more information.

Federal

Travel Regulations

- The Canada-U.S. border is closed to non-essential travel until at least June 21.
- Anyone who returns to Canada must immediately self-quarantine for 14 days. The only exceptions are for certain medical or supply chain reasons. More information is [available here](#).
- Essential business travel is permitted. U.S. nationals without symptoms may enter Canada only for essential reasons. Other foreign nationals may only enter Canada if they meet specific exemptions. The specific quarantine [regulations and exemptions](#) are in place for medical and supply chain services.

Public Service

- Physical offices are closed.
- Operations continue via remote work.
- Processing delays, particularly from the CRA on 2019 tax returns, should be expected.
- Additional information for Government of Canada workers is [available here](#).

National Parks

- All National Parks are closed.
- Some parks may be permitted to reopen on June 1.
- More information is [available here](#).

Alberta

[Alberta's relaunch plan](#) takes a gradual three-stage approach to reopening the economy.

[Alberta Biz Connect](#) provides workplace guidance and supports to help businesses and non-profits begin to reopen and resume operations safely.

- Businesses providing essential services are open. More information is [available here](#).
- As of May 2, Golf courses can open, but clubhouses and pro shops must remain closed.
- As of May 4, AHS can resume some scheduled, non-urgent surgeries. Some dental and other regulated healthcare workers can also resume services. Additional services will be able to resume as the three stages progress.
- As of May 11, Outdoor gun ranges may open.
- As of May 14, Stage 1 reopening is in place, with tighter limits in place in Calgary and Brooks. [More information for Calgary and Brooks is available here](#).

Stage 1 reopening: some businesses may open with [enhanced infection prevention measures](#) in place:

- Some retail businesses, including clothing stores.
- Farmers' market vendors.
- Hairstyling and barber shops.
- Cafes, restaurants, pubs and bars can open for public seating at 50% capacity and with table service only.
- Museums and art galleries.
- Some additional outdoor recreation.
- Post-secondary courses will continue, but methods (online, in-person etc.) will depend on the restriction still in place at each phase.

The required enhanced infection prevention measures for Stage 1 businesses [available here](#).

In Stage 2, more businesses will be allowed to open but they will still be required to keep in place two metres of physical distancing as well as other public health guidelines:

- Libraries.
- More surgeries scheduled, including backlog.
- More personal services including esthetics, artificial tanning, manicures and pedicures.
- Theatres, but with restrictions.

Stage 3 will be determined based on health indicators; some social distancing measures and other restrictions will remain in place:

- Fully reopening all businesses and services.
- Festivals, concerts and major sporting events, but with restrictions.
- Nightclubs, gyms, pools, recreation centres, arenas and industry conferences, but with restrictions.

British Columbia

[BC's Restart Plan](#) lays out a series of steps that will be undertaken to resume normal operations in the province. As businesses prepare to reopen, they will be required to review [new government health and safety guidelines](#) and other [materials from WorkSafeBC](#).

- Businesses providing essential services are open. More information is [available here](#).

British Columbia is currently in Phase 2 of its Restart plan. As of May 19: businesses may reopen with distancing. More information is [available here](#). Phase 2 includes such things as:

- small social gatherings;
- a resumption of elective surgeries and regulated health services like physiotherapy, dentistry, chiropractors and in-person counselling;
- provincial parks open for day use;
- opening more non-essential businesses in keeping with safe operations plans;
- recalling the provincial legislature for regular sittings.

Phase 3, which will include the reopening of additional businesses and services, is expected between June and September, if transmission rates remain low or decline.

Phase 4 will only begin when the threat of COVID-19 has been significantly diminished through widespread vaccination, broad successful treatments, evidence of community immunity or the equivalent.

Most provincial parks will reopen starting May 14 for day-use only.

On June 1, many remaining facilities, including campgrounds, will reopen.

A small number of parks that attract large crowds, or where reopening would pose a health risk to nearby communities, will remain closed.

Manitoba

Manitoba's reopening plan is currently comprised of two primary phases, with additional phases expected in the future. More information is [available here](#).

- Businesses providing essential services are open. More information is [available here](#).

As of May 4, Manitoba is in Phase 1 of its reopening plan, which includes some retail businesses, patios or restaurants with walk-up services, hair stylists, golf courses, health care businesses and others. Detailed information, including which businesses can open and steps employers and employees must take, is [available here](#).

The size of gatherings remains set at 10 people. Most businesses may only operate at 50% capacity in order to respect social distancing.

Important: Prior to reporting to work, employees must complete COVID-19 self-screening. The tool is [available here](#). In some instances, such as hair stylists, *clients* must also complete self-screening prior to booking an appointment.

Phase 2 of the reopening plan will begin no earlier than June 1. This phase will allow larger public gatherings, indoor spaces to open at restaurants, personal service businesses, film production and non-contact children's sports. More information on Phase 2 is [available here](#).

Additional phases to allow larger gatherings and the reopening of other non-essential businesses will be considered in three-to-four week intervals, following the implementation of prior phases. More information on future phases is [available here](#).

New Brunswick

New Brunswick is implementing a flexible plan with four stages. More information is [available here \(PDF\)](#). The province is closed to travellers until further notice.

- Businesses providing essential services are open. More information is [available here](#).
- As of April 24, Phase 1 reopening is in place, allowing golf courses (without food service), marinas and non-commercial fishing to open.

- As of May 11, Phase 2 reopening is in place, allowing stores, restaurants, campgrounds, outfitters, non-regulated childcare and malls to open within limits. Some additional offices that were not allowed to open during Phase 1 can reopen. More information is [available here](#).
- A full list of businesses that are allowed to open is available within the Government of New Brunswick's emergency order document, [available here](#).

Phases 3 and 4 of the plan do not yet have implementation dates. Phase 3 will loosen physical distancing requirements. Phase 4 will allow for public gatherings.

Newfoundland and Labrador

Newfoundland and Labrador has implemented an alert system with five levels. Alert Level 5 is the most restrictive, while Alert Level 1 is the least. More information on the alert levels is [available here](#).

As of May 11, the province is currently at Alert Level 4, which means:

- Stay at home as much as possible, except to get essentials like groceries and medications.
- You can [expand your household bubble](#) to include one other household (effective April 30, 2020).
- If you have COVID-19 symptoms, contact 811.
- Gatherings at funerals, burials and weddings [are restricted to no more than 10 people](#) as long as physical distancing can be maintained.
- Visitations and wakes remain prohibited.
- Recreational angling and hunting [are permitted](#).
- Golf courses can open but [with restrictions in place](#).
- [Municipal parks](#) are open.
- Playground equipment in municipal parks is not to be used.
- Campsites remain closed.
- Gym and fitness facilities, yoga studios, tennis and squash facilities, arenas, dance studios and performance spaces remain closed.
- Outdoor activities, including walking, hiking or riding your bike, are encouraged as long as physical distancing can be maintained and you are not required to self-isolate for any reason.
- Limited expansion of [childcare services](#).
- Professional services, such as accounting firms, law firms and financial services, can offer in-person services. Work-from-home policies are encouraged, where possible.
- [In-person worker and workplace safety training](#) will be permitted (e.g. Standard First Aid, Basic Safety Training, food safety, etc.).
- [Gardening centres](#) can open for in-person sales and service.
- [Landscaping and lawn care services](#) can operate.
- Animal daycares can resume operations.

- Retail stores that do not offer essential services, bars and lounges, cinemas and personal service establishments remain closed.
- Restaurants remain closed for in-person dining.

The public health guidelines that must be followed at all alert levels are [available here](#).

The implementation of Alert Level 3 will be considered no sooner than June 8 (28 days after Alert Level 4 commenced).

Level 3 includes:

- Retail stores, including inside malls, can open but with restrictions in place.
- With guidelines in place, personal service establishments, including hair and tattoo salons, can open.
- Animal grooming can also resume.
- Restaurants can open in limited occupancy.

Level 2 includes, with restrictions in place:

- Gyms.
- Arenas.
- Indoor pools.
- Bars and indoor entertainments, such as cinemas, but with reduced occupancy.

Level 1 is the "new normal" with precise details TBD based on COVID-19 transmission and treatments available at the time.

Northwest Territories

Northwest Territories has released its Emerging Wisely plan for reopening. It is a five-part plan consisting of containment, relaxing Phase 1, relaxing Phase 2, relaxing Phase 3 and all measures lifted. More information is [available here](#).

- Businesses providing essential services are open. However, travel restrictions are in place. More information is [available here](#).

Relaxing Phase 1 was implemented on May 15. [More information](#). This means:

- Some businesses and organizations will be allowed to reopen with capacity and other restrictions in place. For example, personal services, museums and art galleries, bottle depots, gyms and fitness centres.
- Your household can have up to five other people over, to a maximum of 10 people total. You should keep your friendship circle as small as possible and still keep physical distance as much as you can.
- Specific types of mass gatherings will be allowed but with capacity and other restrictions in place. For example, farmer's markets, campgrounds, recreational

facilities, libraries, golf courses, beaches, boat launches, outdoor fields and playgrounds.

Relaxing Phase 2 is expected in mid-to-late June with additional businesses allowed to reopen, including movie theatres and dine-in restaurants.

Relaxing Phase 3 currently has no timeline for implementation nor does the final stage of lifting all measures.

Workplaces must complete a precautions and risk assessment document and retain it for their records; it is [available here](#). Use the document to determine your level of risk of exposure to COVID-19. This is a tool for you to identify what risks you need to eliminate or minimize and steps you can take to protect workers.

- Consult with workers or the Joint OHS Committee to conduct the risk assessment.
- The assessment becomes part of your health and safety plan that you share with workers.
- Reassess and update as circumstances change or new hazards are identified.
- You do not need to submit the completed assessments to WSCC.

Additional information on workplace precautions and risk assessment is [available here](#).

Nova Scotia

Nova Scotia has no formal plan released for the reopening of businesses or services. Gatherings of five or less people remain permitted.

- Businesses providing essential services are open. More information is [available here](#).
- On May 1, Nova Scotia released initial measures for reopening related to outdoor activities, such as parks. More information is [available here](#).
- The province extended its state of emergency until Sunday, May 17.

Nunavut

Nunavut has been under a travel ban since March 24, where only residents and critical workers are allowed to enter the territory. Prior to boarding an aircraft bound for Nunavut, those people must quarantine for 14 days in either Ottawa, Winnipeg, Edmonton or Yellowknife and receive government approval to return. Additional information is [available here](#).

There is currently no list of essential businesses or services in Nunavut.

As of May 14, Nunavut's public health emergency has been extended until May 28. More information is [available here](#).

There are three conditions before the government will relax some restrictions:

- A need to achieve in-territory diagnostic capacity.
- A decrease of rates COVID-19 in southern places where most of Nunavummiut travel.
- No active cases of COVID-19.

Ontario

Ontario has provided [a staged approach to reopening](#) the province, but has not provided firm dates for all stages.

- Businesses providing essential services are open. More information is [available here](#).
- Requirements that apply to all businesses in Ontario can be [found here](#).
- A summary of all sectors affected by emergency orders are [available here](#).

As of May 11, businesses in specific sectors may reopen, but they must follow [certain requirements](#). [Businesses that can reopen include:](#)

- Retail stores with a street entrance may provide curbside pickup and delivery.
- Certain outdoor and gardening businesses.
- Additional essential construction projects.
- Automatic and self-serve car washes.
- Auto dealerships, open by appointment only.
- Golf courses may prepare their courses for the upcoming season, but cannot open to the public.
- Marinas may also begin preparations for the recreational boating season by servicing boats and other watercraft and placing boats in the water, but cannot open to the public.

As of May 16, additional businesses are allowed to reopen. More information is [available here](#).

- Golf courses will be able to open, with clubhouses open only for washrooms and restaurants open only for take-out.
- Marinas, boat clubs and public boat launches may open for recreational use.
- Private parks and campgrounds may open to enable preparation for the season and to allow access for trailers and recreational vehicles whose owners have a full season contract.
- Businesses that board animals, such as stables, may allow boarders to visit, care for or ride their animal.
- Media and publishing may begin operations.

As of May 19, additional loosening will take place:

- Stores not in malls may reopen but with distancing limits.
- Animal services, including regular vet services, training and grooming.
- Indoor and outdoor housekeeping and maintenance services.
- Lifting workplace limits on construction.
- Outdoor parks and recreation facilities open

Prince Edward Island

Prince Edward Island has a plan with four distinct stages, called the Renew PEI Together plan. More information is [available here](#).

- Businesses providing essential services are open. More information is [available here](#).

As of May 1, PEI is in Phase 1 of the reopening plan:

- Golf courses, driving ranges, and shooting ranges may open.
- Select outdoor construction and services, including landscaping and pool maintenance, can start work.
- Marina and yacht clubs may open.
- More information on Phase 1 is [available here](#).

As of May 15, trucking may resume on the Northumberland Ferry and lobster season opens.

Phase 2 is set to begin on May 22 and includes allowing additional businesses to reopen to serve the public:

- Retail outlets.
- Greenhouses and nurseries.
- Remaining construction, maintenance and repair services.
- Cleaning and restoration services.
- Extermination and pest control.
- Car washes.
- Bottle depots.
- Select personal services, including hairdressers, barbers, and pet grooming.
- Businesses open to the public must take every reasonable step to minimize interaction of individuals within two metres. More information is [available here](#).

Phase 3 has a potential start date of June 12 and includes a further loosening on restrictions and allows more businesses and services to operate. More information is [available here](#).

The date for Phase 4 is still TBD. Phase 4 will allow large gatherings, visiting family members in long-term care homes and additional movement between provinces. More information is [available here](#).

A full chart of the staged approach in PEI, including personal gatherings, border-screening requirements and more, is [available here](#).

Quebec

Quebec has launched a date-based gradual resumption of activities plan. The overall plan is [available here](#).

- Businesses providing essential services are open. More information is [available here](#).

As of May 4, retail businesses outside the Montreal metropolitan area are permitted to open, provided:

- The businesses have a door to the outside that is ordinarily used by customers.
- Access to the businesses through an indoor common area is prohibited.

As of May 11:

- All construction sites can reopen.
- All real estate transactions may resume.
- All manufacturing can reopen but with reduced staff to a maximum of 50 workers and 50% of the employees exceeding the limit of 50 workers.
- Recycling and bottle drop facilities may reopen.

As of May 24: businesses may resume regular hours. [More information](#).

As of May 25:

- Retail businesses in the Montreal area with exterior access doors can reopen.
- All manufacturing businesses can resume work without any limitations on staffing volume. However, all employees who can engage in teleworking must continue to do so.

Quebec has provided a Q&A document, which provides specific guidance on actions that employers and employees must undertake. The full Q&A is [available here](#).

Employers must take all necessary steps to protect workers' health and ensure their safety and physical well-being, as provided for in section 51 of the *Act respecting occupational health and safety*.

Employers must implement measures to identify, monitor and eliminate biological risks. For example, they must apply the hygiene measures needed to limit the spread of a

virus. They can also introduce work practices that promote physical distancing in order to minimize risk. The practices may include:

- Avoiding non-essential face-to-face meetings.
- Using technology for communications with and between workers.
- Promoting telework.

Employers can also introduce a workplace attendance policy for workers with signs and symptoms of infection during the pandemic. Workers must be informed of the correct steps to take if symptoms appear.

Travel

The Quebec government announced a plan to gradually reopen the regions over several weeks.

Since May 4, access is allowed to the territories of:

- The Antoine-Labelle, Argenteuil, Pays-d'en-Haut and Laurentides regional county municipalities for the Laurentides health region.
- The territories of the Outremont, Joliette, Matawinie and Montcalm regional county municipalities for the Lanaudière health region.
- The territories of the Bellechasse, L'Islet and Montmagny regional county municipalities for the Chaudière-Appalaches health region.
- Rouyn-Noranda for the Abitibi-Témiscamingue health region.

Since May 11, access is allowed to the:

- Outaouais health region, except for trips from Ottawa to Gatineau.
- The Saguenay-Lac-Saint-Jean and Abitibi-Témiscamingue health regions.
- The La Tuque population centre for the Mauricie and Centre-du-Québec health region.

Since May 18, the following regions are accessible:

- The Bas-Saint Laurent, Gaspésie-Îles-de-la-Madeleine health regions.
- The territories of the Charlevoix and Charlevoix-Est regional county municipalities for the Capitale-Nationale health region.

Starting from May 31, the following region will be accessible:

- The Côte-Nord health regions, except for the Minganie and Golfe-du-Saint-Laurent (Basse Côte-Nord) RCMs.

A reopening plan will be announced later for other regions.

More information on travelling from one region to another or from one city to another during the COVID-19 pandemic is [available here](#).

Saskatchewan

Saskatchewan has released a [five-phase plan](#) to reopen the province, noting that protective measures, including physical distancing and enhanced cleaning, should remain for all five phases.

- Businesses providing essential services are open. More information is [available here \(PDF\)](#).
- Opening details and required safety measures for all businesses are [available here \(PDF\)](#).

Phase start dates are subject to assessment of transmission and require maintaining safety measures, including physical distancing.

- Phase 1, as of May 4, includes the opening of previously restricted medical services, such as dentistry and medical spas.
- Phase 1, as of May 15, golf courses and drive-in theatres may reopen. All outfitters may begin preparations. Outfitters south of the NSAD may start operations.
- Phase 2, as of May 19, includes the opening of retail stores, shopping malls, with appropriate social distancing, and some personal care services, including hair stylists/barbers and massage therapists.
- Phase 3 - date TBD, includes the opening of restaurants and food services at 50% capacity, gyms and remaining personal care services including estheticians and tattoo artists.
- Phase 4 - date TBD, includes the opening of indoor and outdoor recreational facilities. This includes casinos, swimming pools, theatres and museums. Seasonal programming, including camps, are also open at this phase.
- Phase 5 - date TBD, includes the lifting of all restrictions.

Yukon

As of May 19 businesses may reopen with distancing measures in place.

- Restaurants must provide the government with a safe operating plan by May 29 to reopen.
- Safe operations plans and submission information is [available here](#).

Yukon Government has also made available a COVID-19 operational plan template for business available. [Access it here](#).

Sourcing Personal Protective Equipment (PPE)

Ensuring the health and safety of Canadians throughout this pandemic has been the top priority for businesses, institutions and individual citizens. Indeed, never before have such drastic measures been collectively undertaken to meet this goal.

Reopening the economy – and keeping it open – hinges on our collective ability to maintain the health and safety for our staff, customers, the general public and ourselves. If we are unable to succeed in this objective, it is possible that governments would order businesses to close.

Measures surrounding the use of PPE (what types are required, when it is needed, how to use it, etc.) should be included in your Health and Safety Plan, informed by the federal, provincial/territorial and local regulations.

If you are having difficulty sourcing PPE, you are not alone; the current situation surrounding PPE is unprecedented. There is exceptionally high global demand from all industries, sectors and individuals. Particularly since many of the health and safety regulations issued across Canada require the use of PPE in order to be in compliance. In order to meet this demand, many manufacturers have retooled their operations to produce PPE, but they have limited experience interacting with PPE supply chains. This situation creates logistical challenges.

Introducing the Rapid Response Platform

The Rapid Response Platform is free to use and connects suppliers, manufacturers and businesses in need of PPE supplies in Canada. It further simplifies the procurement process through automated matching. The CBRN and the Canadian Chamber of Commerce are proud supporters of RRP Canada.

The portal currently includes the following PPE: hand sanitizer, disposable surgical masks, disposable N95 masks, gowns and coveralls. On May 27, it will be expanded to additionally include surface sanitizer, face shields, nitrile/vinyl gloves, testing kits, thermometers and ventilators.

The success of the RRP Canada portal is dependent on participation on both the supply and demand side. Please register and participate in the matchmaking service.

[Access RRP Canada here.](#)

Communications amid Reopening

Communications is always important to ensure your staff, customers, suppliers and the general public understand the situation, what your business has to offer and what to expect from your business. This is especially true during times of crisis when there is a great deal of uncertainty.

This section of the toolkit provides guidance, examples and access to ready-made posters and graphics as well as a template you can customize for your own needs.

This advice contained in this section will likely need to be customized for your specific operation.

A Communications Guide

The goals of your communications activities are:

- To ensure your staff, customers and suppliers have a clear understanding of the situation and rules that are in place.
- To explain the roles, responsibilities and procedures your staff, customers and suppliers must abide by.
- To provide confidence that your business is being safely operated.

Your audiences for these communications are:

- Your staff, including volunteers and family members lending a hand.
- Your customers.
- Your suppliers, including couriers and other delivery services.

Depending on the nature of your business, you likely have numerous communications channels at your disposal to convey the required information, including:

- A staff email list and phone numbers.
- A customer email list or newsletter.
- A supplier email list and phone numbers.
- Direct mail or unaddressed ad mail.
- Social media.
- Website.
- Traditional paid advertising (billboards, newspaper, TV, radio, etc.)
- Space inside or around your business for signage.

For internal communications with your staff, consider sending an email outlining:

- The procedures they will need to follow.
- How they can respond to questions from customers and suppliers.
- How they can address customers and suppliers who may not be following the health and safety procedures.

- How they can participate in ensuring a safe environment for staff, customers and suppliers alike.

In addition to the email, it may also be advisable to conduct a teleconference or video conference with staff prior to their arrival on site in order to provide additional re-orientation and address any questions or concerns they may have, including about proper PPE usage. When onsite, conduct a walk-through with staff and highlight any changes from previous operations.

Finally, signage/posters in staff areas of your business can provide guidance and reminders related to proper hygiene, social distancing and PPE usage. Template and ready-made posters are provided below.

For external communications with customers and suppliers, much of the same health and safety information and procedural instructions must be conveyed. In your communications with customers, consider being proactive in an email or newsletter and on your website and social media ahead of your reopening.

Tell customers and suppliers:

- When you will be reopening.
- Your hours of operation.
- The rules they will need to follow and any impacts this may have on your services.

Providing clear expectations and practical instructions ahead of time will help ensure everyone is on the same page, avoid disappointment if there are some service disruptions and help enable smooth operations.

Additional signage/posters in your business are also important to ensure everyone onsite has important information readily available about procedures (for example, where to form socially distant lines at the checkout counter) and health and safety protections (such as the use of PPE, hand sanitizer stations and social distancing). Remember that not everyone visiting your operation will have seen your proactive communications.

If you have the budget and/or capacity, consider also including this information in any flyers or print advertising your business is using.

As the pandemic continues and the rules in place change, follow-up communications with staff, customers and suppliers will likely be required through the same channels outlined above. Additionally, it may be helpful to provide a Q&A or Frequently Asked Questions document, if you find you or your staff are regularly being asked similar questions as the situation carries on.

Above all, work to ensure your staff, customers and suppliers are informed about what is going on and how they can contribute to a successful outcome. It is important for everyone to be aware that we are all in this together.

Template and Ready-made Signage

Making use of clear, highly visible signage within your business to promote good health and safety practices is important to providing a safe environment for your staff, your customers, your suppliers and yourself. It is likely appropriate to post signage in both staff and public areas to ensure everyone onsite is aware of important health and safety information in all areas of your facility.

Signage may also be used to help explain procedures that are in place to allow your business to operate amid COVID-19, including basic information such as the location of hand sanitizer stations, where to form lines and reminders to respect social distancing measures.

In posting signage, it is good to remember to ensure signs:

- Provide clear information using straightforward language.
- Are easily legible.
- Balance the need to provide sufficient information with the need to avoid a jumble.

Health and Safety Signage from the Government of Canada (PDFs):

- Poster: [About coronavirus disease \(COVID-19\)](#)
- Infographic: [Know the facts about COVID-19](#)
- Poster: [Help reduce the spread of COVID-19](#)
- Poster: [Cleaning and disinfecting public spaces during COVID-19](#)
- Infographic: [Wash your hands](#)
- Poster: [Physical distancing](#)
- Infographic (three pages): [Preventing COVID-19 in the workplace](#)

Additional health and safety awareness graphics and information from the Government of Canada are [available here](#).

Operations Signage from CBRN (right click on preferred format and select 'Save Target As...'):

- Poster: **Line up here** – [Word](#) / [PDF](#)
- Poster: **Store at capacity** – [Word](#) / [PDF](#)
- Poster: **Curbside pickup only** – [Word](#) / [PDF](#)
- Poster: **Social distancing in effect** – [Word](#) / [PDF](#)
- Poster: **We apologize for the delay** – [Word](#) / [PDF](#)
- Poster: **Blank template (enter your own text)** – [Word](#) / [PDF](#) / [PNG](#). The suggested font to use is Century Gothic.
- [Download all CBRN posters in a zipped package here.](#)

Financial Support Programs

A wide array of financial support programs continue to be available from the federal and provincial/territorial governments. Many of these programs are compatible with businesses that are reopening and rehiring staff, such as the Canada Emergency Wage Subsidy (CEWS) or the Canada Emergency Commercial Rent Assistance (CECRA) program.

Many credit solutions, including forgivable loans, are available through local financial institutions, Business Development Bank of Canada (BDC) and Export Development Canada (EDC). Please note that EDC is providing significant support to domestic businesses, so please explore this resource even if you are not involved in the export market. Regional Development Agencies are additionally providing nearly \$1 billion of COVID relief funding for SMEs.

Federal Financial Supports

- CBRN: [Financial Support](#)
- Government of Canada: [COVID-19 Economic Response Plan](#)

Regional Development Agencies

- [Atlantic Canada Opportunities Agency \(ACOA\)](#)
- [Canada Economic Development for Quebec Regions \(CED\)](#)
- [Canadian Northern Economic Development Agency \(CanNor\)](#)
- [Federal Economic Development Agency for Southern Ontario \(FedDev Ontario\)](#)
- [Federal Economic Development Initiative for Northern Ontario \(FedNor\)](#)
- [Western Economic Diversification Canada \(WD\)](#)

Provincial/Territorial Government Financial Supports

- Alberta: [Financial Supports](#)
- British Columbia: [Financial Supports](#)
- Manitoba: [Economic Support Centre](#)
- New Brunswick: [Guidance for Businesses](#)
- Newfoundland and Labrador: [Business Supports](#)
- Northwest Territories: [Business Support](#)
- Nova Scotia: [Support for businesses](#)
- Nunavut: [Where can I get funding for my business?](#)
- Ontario: [Support for businesses](#)
- Prince Edward Island: [Supports and Services](#)
- Quebec: [Financial assistance](#)
- Saskatchewan: [Support for Businesses](#)
- Yukon: [Support for businesses](#)

Childcare and Social Services

As most economic reopening plans across Canada involve several stages or phases spaced out across weeks or months, a foreseeable challenge to overcome will be the availability of childcare and other social services as employees return to the workplace.

The reality is that most schools, daycares, summer camps and traditional family support networks (such as grandparents) are largely unavailable, with reopening timelines often unknown. This unprecedented situation necessitates flexibility by all involved to ensure children and other dependents can be cared for at the same time as businesses reopen. This means some staff may need to work from home or work part-time while some may not be immediately available to return to the workplace.

For essential workers in most provinces, childcare remains available.

Childcare Resources by Province and Territory

Alberta

- Schools are closed until at least Stage 2 reopening (date TBD).
- Expanded childcare for essential workers is available. [More information.](#)
- As of May 14, Stage 1 allows daycares and out-of-school care to open with limited occupancy. Summer camps, possibly including summer schools, are also able to open with occupancy limits.

British Columbia

- Schools are closed.
- Temporary emergency childcare for essential workers is available. [More information.](#)

Manitoba

- Essential workers may apply for childcare [here](#).
- A temporary system has also been created for people now returning to work. Services are limited to a maximum of 16 children each. More information is [available here](#).
- Schools are to remain closed until September.

New Brunswick

- As of May 19, childcare centres may reopen. More guidance for parents is [available here](#).
- Schools are to remain closed until September.

Newfoundland and Labrador

- Limited childcare is available for essential workers. More information is [available here](#).
- At Alert Level 4 (as of May 11), additional childcare services are available. More information is [available here](#).
- Schools will remain closed for the rest of the school year.

Northwest Territories

- A list of operating childcare centres and contact information is [available here](#).
- Schools are closed for the remainder of the school year.

Nova Scotia

- Unregulated childcare centres were allowed to remain open.
- The province is aiming to reopen childcare by June 8. More information is [available here](#).
- Schools are closed until at least May 22 (the school year is scheduled to end on June 5).

Nunavut

- All childcare centres are closed until further notice.
- All schools are closed until the next school year.

Ontario

- Schools are closed for the remainder of the school year.
- The government is supporting a plan for online learning over the summer months. [More information.](#)
- A list of professionals eligible for emergency childcare and contact information for childcare centres is [available here](#). All other childcare centres are closed until Phase 2 reopening.

Prince Edward Island

- Childcare for essential workers is available. More information is [available here](#).
- When Phase 2 of PEI's reopening is implemented (scheduled for May 22), all unlicensed and licensed childcare providers will reopen under the guidance set by the Chief Public Health Office. More information is [available here](#).
- Schools are closed for in-person classes for the remainder of the school year. More information is [available here](#).

Quebec

- All schools in Montreal will remain closed until September.
- High schools (grades 9-12) across the province will remain closed until September.
- As of May 11, preschools and elementary schools outside the Montreal area will be progressively reopened. Return to class is voluntary.
- More information on schools is [available here](#).
- Childcare
 - As of May 11, childcare centres outside of Montreal may progressively reopen.
 - As of June 1 (planned), childcare centres in the Montreal-area may reopen. More information is [available here](#).

Saskatchewan

- Schools are closed until at least September. [More information.](#)
- Childcare resources are available for essential workers. [More information.](#)
- Childcare facilities services will open up in Phase 3, but exact dates are TBD. They will be limited to 15 children per location, and children will be restricted to one facility.

Yukon

- Licensed childcare spaces are available for critical and essential workers. More information is [available here](#).
- Schools are closed for the remainder of the school year.

Additional Resources and Guides from Across the CBRN

The CBRN is a collection of more than 570 business organizations across Canada, representing thousands of businesses and millions of Canadians. Below, listed alphabetically by source, is a collection of just some of the resources made available by those groups. Still more resources are collected across CBRN.ca.

- BDC: [Support for Entrepreneurs Impacted by Coronavirus](#)
- Blake, Cassels & Graydon LLP: [Key Business and Legal Implications](#)
- Borden, Ladner, Gervais LLP: [Employer Strategies for Managing Coronavirus Risks in the Workplace](#)
- CBRN: [Business continuity tips and advice](#)
- CBRN: [Data and research](#)
- CBRN: [Financing available during COVID-19 with Grant Thornton](#)
- CBRN: [Health and safety](#)
- CBRN: [Step-by-step guide to apply for the Canada Emergency Wage Subsidy \(CEWS\)](#)
- CBRN: [Webinar: How to navigate government programs with KPMG](#)
- CBRN: [Webinars, videos, and podcasts](#)
- Canada Life: [COVID-19 Tips for Business Leaders](#)
- Canadian Centre for Occupational Health and Safety: [Pandemic \(COVID-19\) Tip Sheets](#)
- Canadian Centre for Occupational Health and Safety: [Food processing guidelines](#)
- Canadian Centre for Occupational Health and Safety: [Pandemic information](#)
- Canadian Centre for Occupational Health and Safety: [Tips for employers](#)
- Canadian Chamber of Commerce: [Business Continuity and Recovery Planning Guide](#)
- Canadian Chamber of Commerce: [Crisis Communications Planning Guide](#)
- Canadian Chamber of Commerce: [Pandemic Preparedness Guide](#)
- Canadian Payroll Association: [Payroll and COVID-19](#)
- Chamber of Marine Commerce: [Marine Industry Trusted Partners for COVID-19 initiative](#)
- Deloitte: [Orchestrating the Recovery of Organizations and Supply Chains](#)
- EDC: [Webinar: Guide for getting COVID-19 financing and support for your business](#)
- Facebook: [Business Resource Hub](#)
- Fasken: [Pandemic Planning for Employers](#)
- Fredericton, Greater Moncton and Saint John Region chambers of commerce: [Re-Opening & Recovery of New Brunswick, A Guide for Businesses and Organizations](#)
- Google: [Helping Your Business Through COVID-19](#)
- Gowling WLG: [COVID-19 Resource Hub](#)
- Restaurants Canada: [COVID-19 Reopening Best Practices](#)
- Retail Council of Canada: [Retail Recovery Playbook and Retail Recovery Checklists](#)
- Medicine Hat & District Chamber of Commerce: [5 Steps for Business to Relaunch](#)