



BUSINESS RELAUNCH TOOLKIT

Greater Sudbury
Chamber of
Commerce



Chambre de
commerce
du Grand Sudbury

Guidance for Greater Sudbury businesses preparing to reopen their doors.

The Government of Ontario recently launched [A Framework for Reopening our province](#). This COVID-19 recovery plan is designed to support the gradual reopening of Greater Sudbury businesses in stages and help get people back to work.

The Government of Ontario has stated its plan as follows, “The framework for reopening Ontario’s economy includes [three stages](#). There will a period between the launch of each stage to allow us to learn from each one and for health experts to assess conditions before moving to the next stage. This will determine if measures should be adjusted, loosened, or tightened. This approach will allow the government to make sure there are appropriate measures in place to reopen safely and limit health risks.”

COVID-19 is changing the way we do business. As a result, businesses must adapt to ongoing changes and create a safe environment for staff and customers. The Greater Sudbury Chamber of Commerce has created a toolkit that outlines some of the steps and resources necessary to move forward.

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Step 1 | Prepare your workspace

1. Ensure your establishment is safe.

- Obtain the appropriate Personal Protective Equipment (PPEs) for your workplace and follow any provincial guidelines. [Visit our recovery page](#) to find out where you can obtain the proper gear locally.
- Establish suitable cleaning and sanitization protocols, especially in high traffic areas.
- Create proper distancing arrangements with the use of [signage, floor decals and barriers](#).
- Assess shared equipment or supplies and examine options to reduce or eliminate them.
- Ensure you are limiting gatherings of people to the current maximum guidelines.
- Keep entry points clear to prevent congestion.
- Provide hand sanitizer for staff and guests.

2. Consider whether you will need funding to recover.

- Review and understand your business interruption insurance.
- Audit payable and receivable transactions.
- Reconsider capital investment plans.
- Assess your variable costs to determine where they could be lowered or eliminated, or converted to fixed costs.
- Consider funding support streams:
 - [Canada Emergency Wage Subsidy](#)
 - [FedNor's Regional Relief and Recovery Fund \(RRRF\)](#)
 - [Canada Emergency Benefit Account Loan \(CEBA\)](#)
 - [Business Credit Availability Program \(BCAP\)](#)
 - [Ontario - Canada Emergency Commercial Rent Assistance Program](#)
 - [Nickel Basin Community Futures Program](#)
 - [Stingray Stimulus Plan](#)
 - [Postmedia Marketing Grants](#)



Tip: Consider hiring a professional cleaner to perform a deep clean and mark floors with tape to indicate safe distancing. [Visit our recovery page](#) to see what local companies offer these services.

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Step 2 | Prepare your employees

1. Create a taskforce.

- Create a task force of cross-functional stakeholders to address human resources, legal obligations, facilities, and operations. This team should be limited in size and should work remotely until all policies and procedures are established and it is safe to return to work. This team will:
 - Be responsible for developing and communicating the COVID-19 prevention strategy to staff.
 - Consult with and advise on any human rights or legal requirements.
 - Be responsible for implementing the guidelines and best practices, ensuring they are followed by the staff and the public.
 - Assess the current workspace and make recommendations on any necessary changes to comply with current restrictions.
 - Identify critical resources and perform a risk assessment.
 - Need to remain informed on changing provincial and federal guidelines.
 - Meet regularly to assess the status and make any revisions.
 - Make plans to deal with a potential second wave.

2. Educate staff.

- Provide information and training on all changes to policies and procedures.
- Educate your employees on physical distancing, proper hygiene, and correct PPE usage.
- Provide PPE for all employees. This includes masks, hand sanitizer with a minimum of 60% alcohol, and face shields if necessary.
- Provide cleaning products so employees can keep their workspaces clean and disinfected. This includes disinfecting wipes, hand soap, paper towels, and hand sanitizers.
- Ensure employees who are exhibiting any COVID-19 symptoms stay home and follow quarantine guidelines.
- Stop handshaking or other physical forms of contact.
- Discourage and limit the use of shared equipment.
- Limit the number of employees in the office at any given time.



Tip: Your plan should take into account integration of flexible work policies, identifying who needs to return to work and who can operate remotely.

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Step 3 | Prepare to reopen

Prepare your business space and educate your customers so everything is ready once you open your doors. Follow these steps in advance and during operations to make for a smooth recovery:

1. **Communicate.**

- Clearly outline what you expect of your customer. It's only fair to let them know what is expected of them and what your business is doing to keep everyone safe.
- Update your website and social media, clearly identifying any new operational changes.
- Limit the number of people in your business to the current guidelines.
- Keep customers informed on what you are doing to protect their safety and how they can help.
- Post signage inside your business identifying areas, procedures or policies that are new.
- Ensure sales registers are at least six feet apart.
- Install screens between staff and customers.
- Mark high traffic areas with tape or signage to keep customers and staff six feet apart.

2. **Develop a plan and a timeline for rebuilding that includes:**

- Integration of flexible work policies, identifying who needs to return to work and who can operate remotely.
- Determine a timeframe for when to bring back staff.
- The associated guidelines for your type of business.
- Policies for meetings and gatherings, internally and externally.
- What to do if an employee calls in sick, especially if they are diagnosed with COVID-19.
- What happens as restrictions are relaxed or tightened.
- What happens if you are forced to close temporarily.



Tip: Create a rotating schedule of team members who are in the office and working from home.

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Disclaimer

The Greater Sudbury Chamber of Commerce used, and adapted, this guide to develop its Business Relaunch Toolkit. The Sudbury chamber is making this guide available for your information purposes only. The Sudbury chamber does not guarantee it will fit your needs nor does the Sudbury chamber offer any assistance in developing business relaunch plans. You are responsible for the content of the documents you create using this guide. The Sudbury chamber is not responsible for the value or accuracy of this document, nor for the damages resulting from its use.

Resources

- [Business Credit Availability Program \(BCAP\)](#)
- [Canada.ca/prevention](#)
- [Canada Business App](#)
- [Canada Emergency Benefit Account Loan \(CEBA\)](#)
- [Canada Emergency Wage Subsidy](#)
- [Canada Mortgage and Housing Operation](#)
- [Canada's COVID-19 Economic Response Plan](#)
- [Canadian Business Resilience Network](#)
- [Canadian Chamber of Commerce Pandemic Preparedness Checklist](#)
- [COVID-19 Business Resource Centre](#)
- [COVID-19 Pandemic Preparedness Toolkit for Ontario Businesses](#)
- [Crisis Communication Planning Guide](#)
- [FedNor's Regional Relief and Recovery Fund \(RRRF\)](#)
- [Greater Sudbury Chamber of Commerce - COVID-19 Information and Resources](#)
- [Greater Sudbury Chamber of Commerce - Recovery](#)
- [How Ontario is responding to COVID-19](#)
- [Innovation Canada - Support for you Business](#)
- [Nickel Basin Community Futures Program](#)
- [Ontario - Canada Emergency Commercial Rent Assistance Program](#)
- [Ontario Chamber of Commerce - Pandemic Preparedness Toolkit](#)
- [Postmedia Local Marketing Grants](#)
- [Public Health Sudbury & Districts - Guidance for Workplaces](#)
- [Resources to Prevent COVID-19 in the Workplace](#)
- [Stingray Stimulus Plan](#)
- [The City of Greater Sudbury Economic Support and Recovery for Business](#)
- [Workplace Safety and Prevention Services](#)