



COVID-19 PANDEMIC SECOND WAVE PREPARATION

A quick guide for New Westminster businesses and organizations

Be prepared for a second wave of the COVID-19 pandemic
by focusing on these three crucial areas:



Communications



Technology



Your Safety Plan

Use this guide to record the most critical information needed in the event of a shutdown due to a pandemic. Store your completed checklist in a safe and accessible place and don't forget to complete the full

Business Emergency Preparedness Plan.



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COMMUNICATIONS

INTERNAL

Your people are your greatest asset. Make sure you know how to stay in touch.



Create a contact list that you can access easily, either a paper version stored offsite or a version on your phone or stored in the cloud. Record the following:

- Your staff and their area of responsibility, including:
 - Who has authorization to act on behalf of the business in an emergency?
 - How your staff would prefer to be contacted. For example: text, email, or phone.
 - How they commute to work? For example, if they use transit and their route is impacted so that they can't make it in.
 - Are they able to work from home?
- Contract service providers such as:
 - Janitorial
 - Building maintenance
 - Building security or alarm company
 - Restoration services including glass and locksmith
 - Waste management provider
 - Plumbing
 - Electrical
 - HVAC
 - Gas fitter
 - Insurance
 - Tech support such as system administrator, website developer, if a contractor



Ensure all of your staff and service providers have *your* updated information and that anyone with authorization to act on your behalf is both on record and aware of this authorization.



Have a conversation with all of your staff so that they know the plan. Depending upon the size of your organization, you can consider a mass notification system or reach out individually.

EXTERNAL

In the event of a shut down or need for modified operations, use the following strategies to communicate with your customers and vendors:



Consider developing an email newsletter your customers can sign up for.



Use your social media channels, and prepare your followers by letting them know where you will post updates. For example: *"in the event of an unexpected shutdown, we will send a note to our newsletter and post on our Facebook page"*.



Prepare signs for your storefront and a way to display them.



Remember to update your outgoing voice mail message, and consider noting the date in the message.



It may make sense to purchase an ad to inform your customers. If so, have that artwork ready.



Update your business listing on www.InvestNewWest.ca



Change your Google listing to reflect your current hours/adapted services.



Let any business associations or professional affiliations know.



Make sure you've given thought to how you will notify customers who have an appointment booked and whether you will reschedule or cancel.



Develop a clear refund policy and make sure it is posted in advance.



TECHNOLOGY

ACCESS AND EQUIPMENT

Ensure you and your team have continued access to your technology, systems and equipment. Give thought and make sure you have put protocols in place for the following:



How to access your business' records or operating system remotely.



How to access your point of sale system online.



How to access your security system online.



How effectively you can conduct business online.



Ensure a system is in place for regular data backups and that are accessible online.



Ensure access is granted to the right people for your systems and equipment and they have the right equipment for their role.



Make sure your protocols and equipment is set up and ready to use and conduct a test before the emergency happens.



SAFETY PLAN

PREPARE FOR THE SECOND WAVE

Your safety plan should have been developed as a result of phase 1 of the COVID-19 pandemic and your return to operations. Make sure you have the following items in place:



A completed safety plan that is easily accessible. See the resources below for a link to the WorkSafe BC Safety Plan Template.



A completed staff health assessment questionnaire as part of your safety plan.



A mechanism for easy contact tracing if it is required by the current public health orders.



Ensure that you have adequate supplies to activate different levels of your safety plan, depending upon public health orders. Supplies should include:

- Personal protective equipment for staff
- Sanitation or disinfecting supplies
- Any environmental controls such as plastic transparent shields
- Any decals, stickers, or signs that help customers understand how your business is operating

RESOURCES

The City of New Westminster Business Emergency Preparedness Plan

newwestcity.ca/businessemergencypreparednessplan

WorkSafe BC Safety Plan Template

worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan

COVID-19 Pandemic Second Wave Preparation Guide (this guide)

newwestcity.ca/businesssecondwavechecklist

InvestNewWest

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