



NORTH VANCOUVER
CHAMBER

CORONAVIRUS

North Vancouver Chamber Business Preparedness Manual

Workplace Response to COVID-19



Stay Informed Online:

[North Vancouver Chamber - Coronavirus \(COVID-19\)
Preparedness Updates](#)

PreparedBC: Emergency Plan for Small Business

The North Vancouver Commerce has created this document for your general information only. This information is not intended to provide specific guidance nor legal advice in any specific situation. The North Vancouver Chamber does not offer any assistance in developing business preparedness plans.

WHERE TO START

There are two key areas you must consider as you react and plan for the Coronavirus.

1. Your Workplace and Employees

Identify risks of COVID-19 to the health and safety of you, your employees, and your customers. Understand the obligations you have to your staff. Revise and implement protocols, practices and policies to manage the risk.

2. Your Business

Create or update your business continuity plan. This should include human resources, facilities operation management, finance, communications, and health and safety. See more information below.

Visit [North Vancouver Chamber COVID-19 Preparedness Updates](#) for current information on resources.

1 YOUR WORKPLACE and EMPLOYEES

▶ Health Information

For the most health current information on COVID-19; including disease transmission and prevention measures in the workplace please visit:

❶ [Vancouver Coastal Health](#)

❷ [World Health Organization](#)

❸ [Health Link BC](#)

❹ [BC Centre for Disease Control](#)

▶ Workplace Cleanliness and Hygiene

📌 Follow the guidance set out by [WorkSafeBC](#), encourage social distancing (e.g., limiting handshaking), inform employees of what to do if a visitor shows symptoms of COVID-19 and [display handwash reminder posters](#).

▶ Employer Obligations

For more information on your obligations and options to consider in decisions regarding your employees, please read the [Coronavirus – Employer Legal Considerations PDF](#).

▶ [Workforce Strategies that Put Your People First](#) (Deloitte)

▶ **Business Travel**

Consider the need for any business travel and the impacts of any personal or business travel, including any self-isolation requirements upon return. Consult the [Government of Canada's Travel advice](#) on deciding whether to attend or hold any mass gathering of people.

▶ **Special Needs**

Identify employees and key customers with special needs, and incorporate the requirements of such persons into your preparedness plan.

2 YOUR BUSINESS

Consider the immediate needs of your business, so you can make the right decisions now.

▶ **Business Continuity and Recovery Plan**

Consider all things that are important to the operations of your business. This Business Continuity & Recovery Plan asks the questions you need to consider. Scale this to your own business to help you prioritize your decisions.

▶ **Crisis Communications Plan**

You will need to communicate with owners, customers, key stakeholders and other audiences, followed by regular communications as required. Again, this can be scaled to the size of your business, but a clear plan will help ensure you are keeping everyone informed.

▶ **Planning for the Coronavirus – A Guide for Business and Organisations**

BC Economic Development Association (BCEDA)

▶ **Do You Have Enough Products and Supplies On Hand?**

Identify products, services and supplies at risk of disruptions and consider alternative supplier options, rationing critical parts, and other strategies to address shortages.

▶ **Will You Offer Telework / Work From Home Arrangements?**

Consider the equipment, policies and communication tools you would need to put in place to support teleworking arrangements. Find a way.

▶ **Consider The Financial and Administrative Impacts**

Consider how changes to the cost of your inputs, or to the price you can sell your goods and services for, may impact your bottom line. Think about:

- ★ Ways to adjust or diversify your offerings.
- ★ Taking steps to ensure liquidity in cash flow.
- ★ Planning for possible decline in investor confidence or access to capital.
- ★ Setting up **Employment Insurance (EI)** for laid off employees.
- ★ If extraordinary circumstances occur leading to missing a tax payment, you can contact the Ministry of Finance directly, and if it is allowable under the law, the Ministry may waive any late payment penalties, in whole or in part.