

May 11, 2020

Dear Business Owners,

Re: Operating a business in the Fraser Health Authority during the COVID-19 pandemic

As businesses start to re-open, Fraser Health will be adhering to provincial guidance provided in the [BC Restart Plan](#). Details of the Plan's Phase 2 will be released the week of May 19th and will include guidance on restaurants, cafes, pubs, recreation/sports, parks, beaches and outdoor spaces, child care facilities, museums, art galleries, libraries, hair salons, the retail sector and other services.

For employers and retailers seeking detailed reopening information, please refer to the [BC COVID-19 Go-Forward Management Strategy](#) as well as resources from [WorkSafeBC](#). Inquiries regarding reopening plans also should be directed to WorkSafe BC at www.worksafebc.com

Fraser Health has been receiving a number of requests to review, provide guidance on and/or approve recovery plans. As a regional health authority, we are not in a position to review or approve these requests. Fraser Health may assist with the interpretation of public health aspects of provincial guidelines when these are released in mid-May, similar to what is shared below.

Most businesses can be safely operated. Business owners should follow guidance issued by the Provincial Health Officer to the hotel, retail food and grocery, food and beverage, farming, manufacturing, mining and constructions sectors, if applicable. We recommend referring to [Provincial Health Officer Orders](#), [Fraser Health Medical Health Officer Orders](#) and the [BC COVID-19 Go-Forward Management Checklist](#) and incorporate the following recommendations:

- Currently, food or beverage services are only allowed through take-out or delivery service. The Province will release Restaurant and Food Service Practice Standards mid-May with re-opening guidance.
- Gatherings of 50 people or more should not occur.
- Where possible, maintain distance from others. Where it is not possible, look for other ways to stop the spread of the virus between people, such as the actions as noted below:
 - Support people to wash hands regularly with soap and water.
 - Remind people to refrain from touching eyes, nose or mouth.
 - Stay at home and keep safe distance (3 to 6 feet/1-2 metres) from others, including family members, when you have a cold or flu symptoms including coughing, sneezing, runny nose, sore throat and fatigue. If anyone has symptoms, please refer them to the [BC self assessment tool](#), which will provide medical and testing guidance.
 - Follow routine cleaning practices with enhanced cleaning of high-touch surfaces or shared equipment. According to BCCDC guidance on [cleaning and disinfections for public settings](#) general cleaning and disinfecting of surfaces should occur at least once a day. Highly touched surfaces should be cleaned and disinfected at least twice a day and when visibly dirty (e.g., door knobs, light switches, cupboard handles, grab bars, hand rails, tables, phones, bathrooms, keyboards).
- Owners should ensure that handwashing, toilet and shower facilities, if available, are open, well stocked and cleaned regularly.
- Owners could consider plexi-glass barriers between staff and customers that mitigate face-to-face contact

- Customers should not be screened for temperature or symptoms upon entry and should not be required to wear a mask. Signage advising participants who are ill that they should not enter is acceptable.

There may be additional measures related to the type of business that owners can implement to further reduce the risk of COVID-19 such as limiting the number of customers, changing hours of operation or making changes to the environment by installing hand sanitizer stations or physical barriers.

Please refer to the [BCCDC](#), and [Fraser Health](#) websites for more information on COVID. [WorkSafe BC](#) website will be posting information for employers to support development of their safety plans. Fraser Health has [shareable resources](#) for community partners (e.g. COVID-19 notice for businesses, community partners and employers), and BCCDC has [resources at a glance](#) (e.g. prevention and handwashing posters).

Sincerely,

A handwritten signature in black ink, appearing to read 'I. Tyler', is positioned above the typed name and title.

Ingrid Tyler MD, CCFP, MHSc, MEd, FRCPC
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