

# RELAUNCH CONSIDERATIONS

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To open your business to the public, you must complete a plan to reduce the risk of transmission of COVID-19 among your staff and customers. The completed template must be posted in your place of business or online within 7 days of the public being able to attend your business.

The following template includes considerations to help guide you as you plan to open your business. This should be completed using Alberta Health's [Workplace Guidance for Business Owners](#), sector-specific guidelines, and any additional requirements your business or industry association provides.

## Guidelines for CrossIron Mills

*Managed by Ivanhoe Cambridge Inc.*

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### Distancing Measures

#### **Considerations:**

#### ***How will you ensure people maintain 2 metres between each other?***

- » Following direction from government agencies, we are ensuring that all mall personnel and patrons follow best practices to socially distance and minimize the spread of COVID-19.
- » We will be utilizing directional signage and floor markers in certain areas to ensure appropriate social distancing.
- » Social distancing measures including signage, floor decals, reduced seating, reduced sinks and toilets will be applied throughout the shopping centre. Signage will be placed in common areas, entrances, loading docks, and parking areas to remind patrons and mall personnel of social distancing practices.
- » Line management floor decals will be used throughout the centre to facilitate social distancing requirements within the centre and for retail locations.
- » Our Shopping Centre Security team will remind / advise our visitors of social distancing expectations.
- » As per government directive, businesses may continue to provide goods that been ordered online, by telephone or other remote means by delivery or pick-up. Tenants may contact the administration team if they are wishing to offer this service.

#### ***Do you need to maintain directional traffic flow?***

- » Not at this time.

#### ***Can staff stagger their breaks to limit congregating in break rooms?***

- » Yes.
- » Select communal areas have been temporarily suspended (ex: staff boardroom, breakroom table), while remaining area's have incorporated social distancing measures (ex: copy room)
- » Reusable amenities within the staff breakroom have been temporarily suspended (ex: dishes, utensils, dishwasher, etc.).

#### ***How will you limit the number of people in your space?***

- » To ensure the health and safety of our employees while maintaining uniform and consistent operations, our centre teams will be working in rotations which will allow us to ensure the continuity and availability of centre operations.
- » The Guest Services team will be scheduled in order to facilitate social distancing within the kiosk.

#### ***Have you considered installing physical barriers (e.g., Plexiglas window or high-walled cubicle) to reduce exposure when 2-metre distancing is hard to maintain?***

- » Plexiglass windows have been installed in both Guest Services and Mall Administration.

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## Cleaning

### *Considerations:*

#### *How will you manage frequent cleaning on high touch surfaces (e.g., bathroom, chairs, door knobs, break rooms)?*

- » In preparation for re-opening, the centre underwent a deep clean during the closure to provide a safe environment and to be prepared for limited government notice.
- » In keeping with best practices as set out by Public Health Agency of Canada, we have implemented enhanced sanitation strategies aimed at maximizing the safety of our guests.
- » We have increased the frequency of our cleaning services and are regularly disinfecting contact points and washrooms (i.e. door handles, directories, handrails, waste/recycling receptacles, etc.).
- » Antiseptic sanitizer dispensers are located throughout the common area of the property and are filled regularly. Hand sanitizers will also be available at entrances and exits for public use.
- » Our cleaning teams will be wearing masks and gloves while performing their duties.

#### *How will you train and ensure staff keep their work surfaces, order screens, debit machines, cash registers, and equipment clean?*

- » We have increased the frequency of our cleaning services and are regularly disinfecting contact points and washrooms (i.e. door handles, desks, copy machines, phones, waste/recycling receptacles, etc.).
- » Guest services team members will sanitize hands and payment terminals in view of customer prior to all transactions.

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## Screening for Symptoms

### *Considerations:*

#### *How will you monitor staff and customers for symptoms of fever, sore throat, cough, runny nose or difficulty breathing?*

- » Signage will be placed appropriately throughout the centre to remind our guests to take steps to reduce the spread of COVID-19:
  - Frequent and proper handwashing with soap, warm water and for at least 20 seconds
  - Stay at home and do not enter if you are exhibiting symptoms of fever, cough or difficulty breathing
  - Behaviours that support health and safety etiquette (ex. Sneezing and coughing into your elbow)
- » To ensure the health and safety of our employees while maintaining uniform and consistent operations, our centre teams will be working in rotations which will allow us to ensure the continuity and availability of centre operations.

#### *Have you educated your staff to do self-monitoring of symptoms?*

- » Yes.

#### *Have you identified a space where staff members can be separated from others if they develop symptoms while at work?*

- » Yes. Staff members will work within individual offices, or be limited in capacity for areas such as Guest Services (one staff member permitted at a time).

#### *Are you prepared for increases in absenteeism due to illness or isolation requirements?*

- » Yes.

#### *Have you considered absenteeism policies to enable staff members to stay home when ill, in quarantine (self-isolation), or if they are taking care of children or someone who is ill?*

- » Yes. Flex-work policies have been implemented and enhanced.

#### *Are you maintaining a log of staff attendance?*

- » Yes

## COVID-19 INFORMATION

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***What is your response plan for staff who come to work with symptoms?***

- » Staff will be asked to return home and contact Health Link for next steps.

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**Personal Protective Equipment (PPE) – where distancing measures cannot be maintained**

***Considerations:***

***How will you promote PPE use (e.g., masks or gloves) when people are unable to be 2 metres apart?***

- » PPE has been made available to all staff and encouraged to use when applicable.

***If 2 metres cannot be maintained and PPE is necessary, where will your staff obtain it?***

- » PPE available to all staff members and located within Administration office.

***Will customers require their own PPE such as masks, or will you supply them?***

- » Customers are encouraged to utilize their own, however PPE is available upon request.

***How will you inform customers before they enter your business that PPE such as masks are required?***

- » PPE is available upon request.

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**Responsibilities**

***Considerations:***

***Who will be responsible for ensuring staff and customers are following your precautions?***

- » It is the responsibility of the retailer to manage the lines on the outside of their stores.
- » Our Shopping Centre Security team will remind / advise our visitors of social distancing expectations.

***Have you updated contact information for staff members so that they can be notified in the event of a known exposure?***

- » Yes.

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**Owner/Manager:** James Moller, General Manager

**Date:** May 14, 2020