



Corporate Office #200-160 Dougall Road South., Kelowna, BC V1X 3J4 P. 250.860.4225

At this time, there is no Government or Head Office mandate to close

Dear Franchisees

Many stores are remaining open supporting their communities. We realize the situation with COVID 19 is changing daily. At this time there is no Government or Head Office mandate to close. We continue to monitor the situation and will keep you updated on any relevant information as it arises.

Staying Open

- Please use the World Health Organizations suggestions in their information package “Getting your workplace ready for COVID-19” (link below)
- https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf?sfvrsn=359a81e7_6
- We suggest not accepting cash at this time for health reasons. This will affect returns and re-imburements which are cash based, so one solution is to extend the return policy (weeks or months later when the store is back to using cash)
- Stocking up on key entertainment product as sales for crafts, canvas, art supplies have had strong sales as customers look to fill idle time spent at home
- Batteries are doing well with increased need for game controllers and remote control (RC) toys
- Suggest using plastic bags or if customers bring their own then have them bag their own purchases
- Should you have trouble paying supplier invoices, contact the supplier directly to make reasonable arrangements for payment. (If you can't come up with amicable agreement inform head office and we will help arbitrate as solution with all parties involved)

Signage

- Post changes to temporary store hours
- Post new policies (not accepting cash, limiting number of patrons in the store, use of plastic or multi-use bags etc)
- Post Limited quantity on those items you deem deserve this to be fair to all customers (like hand sanitizer)
- There are numerous pre-made signs (full page or 2-page) available for download from the franchise portal under Marketing & LMP so please review

- Joe can make any sign very quickly for you if you need something custom and be emailed in jpg and pdf versions for printing.

Will Dollar Stores be considered Essential Services?

- One of the most important developments occurred today as The Government of Ontario ordered the closure of all non-essential businesses. (The closures are to begin at 11:59 pm ET Tuesday).
- Ontario Premier Doug Ford said a list of what constitutes essential and non-essential services and stores will be released Tuesday in a press conference. The Ontario order will remain in place for at least 14 days.
- The link below gives further detail about the nature of the announcement by the province.
- <https://www.cbc.ca/news/canada/coronavirus-covid19-march23-canada-world-1.5506430>
- Head office believes their distinction of how our “use” will be categorized, essential or non-essential will likely be adopted shortly after by all other provinces.

Closing your store

We fully realize that there are reasons you may have to make the decision to close your doors. To allow us to track closures, we will require franchisees to fill out, sign and send back the attached TEMPORARY STORE CLOSURE form.

If closing:

- Please inform vendors of this decision and work with them moving forward on terms if payment is an issue. You may want to discuss how to deal with the shipping of summer seasonals and having someone available onsite to receive the orders. Remember this is a partnership with suppliers and everyone has to work together through this trying time.
- Should you have trouble paying supplier invoices, contact the supplier directly to make reasonable arrangements for payment. (If you can't come up with amicable agreement inform head office and we will help arbitrate as solution with all parties involved)
- Contact your landlords in writing to keep them informed as well as to the reason of the closure. Review your lease agreements so you are prepared during communication.
- Take the closure time as an opportunity to re-boot your store so it is looking like “NEW” again with shelves stocked full.

The government is working towards some solutions for small business as discussed in this link <https://www.canada.ca/en/services/business/maintaingrowimprovebusiness/resources-for-canadian-businesses.html>

Thank you for your ongoing commitment, stay safe.



YDSWM TEMPORARY Store Closure Form (Print Clearly)

Date:		Store #:		City/Town:	
Actual Closure Date:	(mm/dd/yyyy)				
Reason for Closing? Please Check boxes for those that apply					
<input type="checkbox"/> Government legislation	<input type="checkbox"/> Landlord mandate (closing mall)				
<input type="checkbox"/> Lack of staff	<input type="checkbox"/> Safety of staff and customers				
<input type="checkbox"/> Low sales					
Additional comments					

Please email the following signed form back to Joe at head office so we can track closures. (A scan or picture of the signed document can be sent)

Email to:

Joe@dollarstore.ca

Franchisee Signature

STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



For more information: www.cdc.gov/COVID19