



## Customer Etiquette

As we move into the re-launch phases there has been quite a lot of conversation about what our local businesses owners can do to help prevent the spread. Business owners are carrying a lot of pressure and stress as they navigate through changes due to COVID.

### *Have you considered how you, as a customer, can help prevent the spread?*

**Shop Local** Our local businesses support our clubs and organizations and are pillars of our community. Take a moment to reflect on life in Black Diamond and how our local businesses support our community. Then, make a choice with your wallet.

**Abide by physical distancing (1 hockey stick apart)** Do your part while in stores to abide by distancing recommendations. Take small talk into larger spaces or outside to allow space for people to pass. Consider who needs to be instore and who doesn't. Businesses are doing their best to allow for physical distancing and in some cases, have hired security. It is on us, as consumers to do our part to help prevent the spread.

**Respect guidelines put into place by each business** Our business owners know their business best and may be implementing unique guidelines at their locations. Please be respectful of signage and of individual business requests.

**Speak kindly of our local businesses** Please support businesses by choosing to praise the steps they are taking and speak kindly about their actions. When you see something great, or a local business is going above and beyond please take a moment to say thank you.

**You touch it, you buy it** Look at items carefully before you decide to pick it up and try to abide by the "you touch it, you buy it" rule. If you do pick up an item that you don't intend to purchase, please let someone know so they can assist with cleaning protocols.

**Please carefully consider if asking a business for a donation is appropriate right now** Local businesses have been supporting organizations, clubs, and events for many years. The majority of businesses have seen more than a 50% decline in revenue due to COVID. Think twice before approaching businesses to donate or asking them to support a give-a-way.

**Consider wearing a face mask** Many businesses will be wearing face masks to protect themselves and customers. You may be able to help prevent the spread by masking up. Local options for mask purchasing are available.

**Pack your own hand sanitizer** Businesses will be providing hand sanitizer however it is an extra cost to owners. You can help out by carrying your favorite sanitizer and using it often.

**Be patient and kind** Most importantly, remember there are additional stresses happening for EVERYONE right now. Please remember to be patient and kind, we are all in this together.