

COVID-19 (Novel Coronavirus) Recommendations for Essential Retailers

Safety for Staff & Customers During the COVID-19 Pandemic

March 25, 2020

It is recommended that every business follow the Human Resource and Health and Safety policies and procedures of their own parent company. If you are a retailer, you may also choose to use the following recommendations to enhance any policies and procedures during the COVID-19 pandemic, as you see appropriate for the health and safety of your employees.

What you should do:

- Active and Passive Screening of employees and shoppers: maintain your best level of protection and have anyone who exhibits symptoms, or has travelled, not work or shop.
- Hand hygiene – frequent hand washing is your best protection. Hand sanitizing in between hand washing is added protection but shouldn't replace hand washing. Wearing gloves requires you to wash your hands before you put your gloves on and after you take your gloves off, or you may increase your risk of infection.
- Extra sanitization - of touch points, grocery carts, high traffic areas, keypads, door handles, conveyor belts and common areas and common tools.
- Wash station at entrance of store or automatic hand sanitizer available for customers
- Wipes available to clean off handles of push carts
- Plexi glass shields between cashier and customer. These require frequent sanitization.
- Social distancing – floors are marked to help shoppers be mindful to remain 2m apart while shopping and while checking out, signs are also posted at service counters such as bakery and deli, and hand sanitizer is available wherever person-to-person interaction is unavoidable.

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- Ensure employees practice social distancing throughout the day as best they can.
- Online shopping options with pick-up or delivery
- Limits on some items (e.g. Toilet paper) so all customers can obtain what they need
- Hours of operation reduced to support sanitation and restocking
- Limit number of shoppers at any one time
- Dedicated hours for Seniors, vulnerable shoppers to support their ability to obtain goods
- Discontinue self serve – salad bars, bulk items, bulk bakery, loose items, hot self serve items

For more information about COVID-19, please visit: www.swpublichealth.ca