

COVID-19 PUBLIC HEALTH GUIDANCE FOR RETAIL STORES INCLUDING GROCERY STORES AND PHARMACIES

SIMCOE MUSKOKA DISTRICT HEALTH UNIT RECOMMENDS THAT ALL RETAIL STORES THAT REMAIN OPEN TAKE THE FOLLOWING ACTIONS:

Practice good infection prevention and control practices to help reduce the risk of COVID-19.

- Post [screening sign](#) at all entrances. Screening will reduce the spread of COVID-19 transmission in the community.
- Recommend to shoppers that just one member of the family (e.g. one adult) do the shopping where possible.
- Ask staff and shoppers to engage in routine practices to reduce the risk of transmission:
 - Practice physical distancing as much as possible to manage the spread of illness. Keep at least 2 metres (6 feet) between yourself and everyone else. When someone coughs or sneezes, they spray small liquid droplets from their nose or mouth which may contain the virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.
 - Post handwashing and hand sanitizing [posters](#) in staff areas and at the entrance to the store.
 - Staff should wash their hands with soap and water frequently or use alcohol-based hand sanitizers.
 - Have wall-mounted alcohol-based hand rub (ABHR) dispensers available at the entrance to the store, at staff work stations for staff and shoppers. Ensure that the alcohol-based hand rub used onsite has an alcohol concentration between 70% and 90%.
 - Ensure liquid hand soap and alcohol-based hand rub dispensers are checked regularly and are kept full.
 - Have a staff member wipe down cart handles frequently and between each shopper.
 - Reduce the spread of disease by posting [Cover Your Cough](#) posters in visible locations around the settings (e.g. cough or sneeze into your sleeve or a tissue and not your hands followed by appropriate hand hygiene).
 - Staff and patrons should avoid touching their face, specifically the eyes, nose, and mouth.
 - Staff should be reminded to stay home from work if they are sick.

Other recommendations:

- Post signs at each checkout indicating **no** customer recycled or cloth shopping bags should be placed on checkout counters.
- Use a physical queue line control such as crowd control cordons at entrances and in checkout lines outside of the store.
- Place markers such as tape or cones every 2 metres to provide shoppers with visible cues that support physical distancing.
- Consider having arrows on the floor to indicate direction of travel to ensure shoppers flow in the same direction to make physical distancing easier.
- Have clear signs in multiple locations that indicate the maximum number of shoppers and staff a store can accommodate at any one time.
- Monitor the number of shoppers and staff entering and leaving the store. Once the maximum number of persons for a store is reached, allow one person in for every person that leaves.
- Offer online or telephone food and grocery orders with delivery or pick-up services as alternatives to shopping in person.
- Clean high touch surfaces such as pay stations, bagging areas, and carts or hand baskets between each shopper and use and encourage tap payment over pin pad use. For detailed cleaning instructions see Retail Council of Canada [guidelines](#).

COVID-19 PUBLIC HEALTH GUIDANCE FOR RETAIL STORES INCLUDING GROCERY STORES AND PHARMACIES

- Limit the handling of credit cards and loyalty cards wherever possible by allowing shoppers to scan cards themselves.
- Employees who handle cash or credit cards must wash their hands frequently with soap and water or alcohol based hand sanitizer. This includes before any breaks, at the end of their shift, and before preparing food. Alcohol-based hand rub should also be available for such staff members.
- Ensure staff with cold, influenza, or COVID-19 like symptoms such as sore throat, fever, sneezing, and coughing remain at home. Staff should access the [Provincial Screening Tool](#) prior to arriving at work and contact their employer if they have symptoms.

Supporting each other and our community

We understand that this is a challenging time but measures like this are needed to limit the spread of COVID-19 in our community. We thank you for the service that you provide to our community.

Please contact the Simcoe Muskoka District Health Unit if you have any questions at 1-877-721-7520 Monday to Friday 8:30 a.m. to 4:30 p.m.

April 14, 2020