



Retail

Employers must:

- Make sure workers know about the virus and how to minimize its spread.
- Set a clear policy for what is expected of workers if they get sick, have symptoms, or if an exposure is reported at the store.
- Do everything possible, under the circumstances, to protect the health and safety of workers and customers by providing adequate information, training, sanitation, and personal protective equipment.

Workers must:

- Practice physical distancing by keeping more than 2 metres (6 feet) apart from co-workers and customers.
- Continue to follow all safe work procedures. If it is unsafe to work, they should talk to their supervisor, health and safety committee or representative, and/or union.
- Stay home if they are sick or might be sick. Follow the Public Health Agency of Canada's steps for self-assessment: <https://www.canada.ca/coronavirus>
- Avoid touching their face.
- Wash their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom, and before leaving the store. Remove jewellery while washing.

Store Sanitation

- Increase ventilation and fresh air return where possible.
- Make sure washrooms are cleaned frequently, have running water, and are stocked with soap, paper towels and a plastic lined waste container. Visibly dirty hands must be washed with soap and water.
- Provide hand sanitizer at customer service areas, entrances and exits, checkouts, and help desks.
- Clean offices, lunchrooms, and workspaces at least once per day, and more often for high-traffic areas and contact surfaces. Focus on frequently touched and shared surfaces such as keys, doors, handles, carts, handrails, light switches, shelves, countertops, drawers, keyboards and mice, touchscreens, payment keypads, cash drawers, pens, tools, phones, radios, vending machines, tables, chairs, and kitchen equipment.
- Clean shared equipment, phones, and tablets with alcohol or disinfectant wipes.
- Make sure workers understand the risks and safety precautions when using cleaning products.
- Provide workers with the personal protective equipment they need to safely use cleaning products and make sure they use them correctly.
- Dispose of used tissues, wipes, gloves, and other cleaning materials in a plastic lined waste container.
- Use disposable gloves when handling garbage.



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Staff Management

- Ask all workers to check in when they arrive for work. Do not allow people on-site if they are sick or might be sick.
- Minimize contact during sign-in. Have the supervisor do roll call and sign in for people (or provide separate pens), or have people text their supervisor. Clean any sign-in devices between users.
- Make sure workers are trained to work safely before replacing the duties of others.
- Train workers on how to work with and care for personal protective equipment, and to understand its limitations.
- Minimize unnecessary visitors. Conduct meetings virtually and reschedule non-critical maintenance and service calls if possible.
- Submit all documents, such as reports and forms, electronically, or wash hands after handling papers.
- Remove shared cutlery and tableware from lunchrooms.
- Remove communal coat check areas and shared footwear or clothing. Have workers store their personal items in separate lockers or in sealed bins/bags. Provide designated uniforms that are laundered by a service or encourage workers to wear clothes that can be washed frequently.
- Stagger meetings, breaks, team talks, and orientations to minimize the number of workers in one place.
- Hold in-person meetings outdoors or in large areas that allow for physical distancing.
- Communicate corporate information electronically.
- Hold worker orientations verbally to avoid touching papers.

Store Practices and Policies

- Clearly communicate to your customers any new practices and policies that will affect their shopping or service experience. Post these changes on your website, on the front doors, and via email.
- Post a notice that customers who may be sick, have been exposed to someone sick, or have just returned to Canada should not enter the store.
- Promote home delivery, pre-ordering or reservation, or curbside pickup.
- Limit the number of customers allowed into the store at one time. Provide a waiting line area outdoors if it is safe to do so.
- Ask customers to designate one person from the family to do the shopping. The rest of the family should wait in their vehicle, or stay at home, especially children.
- Limit the time allowed in the store to discourage unnecessary shopping or browsing.
- Post signs reminding customers not to handle items unnecessarily (e.g., touching each piece of produce, sifting through bins of products).
- Add 2 metre (6 feet) markers to floors to promote distancing in aisles, line ups, and self-service cash registers. Consider creating one-way aisles.
- Clean carts and baskets with disinfectant wipes between each customer use or make disinfectant wipes available to customers before they use a cart or basket.
- Use a separate drop-off area for used carts and shopping baskets.
- Reduce the need for customers to browse and touch products and store fixtures. If possible, ask them what they need so a staff member can get the items.
- Limit the amount of stock placed out for sale to minimize contact, if possible. Let customers know that empty bins or shelves are not necessarily indicative of a shortage.
- Shorten store hours or set closure days to allow for deep cleaning.



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- Set designated or assisted shopping hours for vulnerable customers such as seniors or persons who are immunocompromised.
- Encourage the use of credit and debit cards. Sanitize payment keypads and touch screens between each transaction.
- If handling cash, wash or sanitize hands after each transaction, or wear single-use gloves. Designate specific checkouts for cash use.
- Suspend the use of reusable bags, reusable cups, and travel mugs.
- Ask customers to bag their groceries.
- Install barriers at cash registers if available.
- Remove customer access to touchscreens and computers (such as terminals to check prices or stock) or sanitize them often.
- Extend or add flexibility to return policies and deadlines. Suspend returns or keep returned items in a separate area and sanitize before restocking.
- Remove materials that cannot be easily cleaned such as newspapers and flyers, demo and sample items, children's play area toys, and complimentary food and beverage stations.
- Remove customer coat check areas.

Provide mental health support to all workers, including access to an employee assistance program (EAP) if available.



For further information on COVID-19, refer to the Public Health Agency of Canada
<https://www.canada.ca/coronavirus>

Note that this guidance is just some of the adjustments organizations can make during a pandemic. Adapt this list by adding your own good practices and policies to meet your organization's specific needs.