



Durham Region Health Department Facts about...



Retail Establishments During COVID-19

COVID-19 is a new strain of coronavirus that can cause respiratory illness. For updated information about COVID-19, go to durham.ca/NovelCoronavirus

To further reduce the risk of spreading the disease we are recommending these facilities follow the [Province's sector specific guidance documents](#) and implement the following recommendations below.

Physical (Social) Distancing Precautions:

- Maintain a distance of 2 metres with other people. Limit the number of family members visiting these facilities (e.g. 1-2 people).
- Limit the number of people within the facility. Control how many patrons enter the facility at one time (monitoring entry/exit by designating/assigning crowd control staff for each shift).
- Continuously monitor and take steps to prevent crowding (e.g. line up at the cash by placing tape/markings on the floor 2 metres apart, barriers around the employee when restocking, one-way direction in the aisles, physical barriers (e.g. plexiglass dividers), etc).
- Pay extra attention to ensure crowding doesn't occur and physical distancing is being maintained.
- Place physical distancing signage around the facility, particularly in high traffic areas.
- Place physical distance reminders throughout the facility as to what 2 metres looks like e.g. tape, markers, pylons etc.

Facility Operations:

- Post signs at all entrances directing those that are sick to not enter.
- Providing portable handwash station or hand sanitizer at the entrance and throughout the facility.
- Wipe down the carts/baskets with a disinfectant wipe between patrons or provide disinfectant wipes for the patrons to wipe the cart. Provide a safe place for customers to dispose of used disinfectant wipes.
- Frequent reminders over the PA system to patrons and employees regarding physical (social) distancing (2 metres apart) and any other key messaging (e.g. sanitizing hands at entrance, stay home if feeling ill, no gathering/crowding in one area, ensure 2 metres apart in line-ups, etc.).
- Designate the first hour of opening to vulnerable populations (e.g. Seniors).
- Returned items are recommended to be quarantined for 72 hours before returning items back on the shelves.
- Reusable shopping bags are permitted to be used. It is a best practice when using a reusable bag to have customers pack their own bags.
- Have designated roles & responsibilities for employees. Avoid having multiple employees doing the same task within a space.
- Consider staggering shifts and break times and rotating work activities/tasks.
- Improve fresh air intake/air circulation with open doors, windows or fans where areas are enclosed.
- Washrooms provided for patrons and employees must be cleaned and disinfected on a more

905-668-2020 or 1-800-841-2729 | durham.ca/health

If you require this information in an accessible format, contact 1-800-841-2729.



frequent schedule to maintain sanitary conditions.

- Provide online ordering and delivery or curbside pick up to reduce the need for customers to enter the facility.
- Ensure facility measures are communicated to employees and enforced.
- If garden centres do not have a fence or an enclosure around the parameter, consider cording it off and post signs so that patrons are directed to enter/exit only at a specified area (where applicable).
- Screen employees regularly. If anyone develops respiratory symptoms, implement procedures for reporting the illness and keeping the employee away from others.
- Ill staff must stay away from work. Plan for staff absences.
- For questions on home isolation or COVID-19, please visit durham.ca/NovelCoronavirus

Cleaning & Disinfection:

- Clean and disinfect the debit machines after each customer. Consider contactless payment options (i.e. debit/credit or e-transfer).
- Clean and disinfect high touch surfaces and equipment frequently (e.g. door handles, counters, machines, etc.).
- Clean and disinfect any installed impermeable barriers (e.g. plexiglass, etc.) frequently.
- Customer dividers at cash to be cleaned and disinfected after each use or use single use disposable dividers or direct patrons to leave a space between purchases.
- Limiting hours to properly clean and disinfect all areas of the facility.
- Commonly used [disinfectants](#) are effective against COVID-19. If an area is heavily soiled, it should be cleaned with soap and water before a disinfectant is used.

Handwashing & Glove Use:

- Proper handwashing is the best method to help reduce the spread of COVID-19.
- Handwashing facilities/stations and/or an alcohol-based hand sanitizer must be provided for employees to use during their shift. Alcohol-based hand sanitizer must not be used when hands are visibly soiled. Post handwashing poster at the station(s).
- Ensure to check the water, liquid soap and paper towel supplies at the handwashing station(s) to ensure there is an adequate amount (where applicable).
- Increased handwashing by employees: wash hands often with soap and water for at least 20 seconds.
- Single-use glove use is not recommended. If glove use is chosen it is important to change them every hour or more often as necessary and hands are to be washed and/or sanitized between changes. Remember to remove gloves when leaving the cash or changing tasks. When gloves are removed, new gloves must be used each time. A box of disposable single-use gloves must be supplied at each cash.

Personal protection measures recommended by the Durham Region Health Department:

- A [policy](#) must be in place to prohibit persons from entering the premises if not wearing a non-medical face mask/face covering. Consideration must be taken for persons with exemptions and best efforts shall be made to only allow entry to persons wearing a non-medical mask or face covering.
- When physical distancing is not possible, it is mandatory that a non-medical face mask or face covering be worn and any applicable Personal Protection Equipment (PPE).
- Non-medical masks/face coverings are mandatory for staff in any area in which patrons interact with one another or with staff members, or areas that are open or accessible to the members of the public. Staff who are exempt from wearing a mask/face covering should be given a task with no interaction with the patrons and be able to maintain 2 metres away from other staff.



- A face shield is not a mask. If a patron/staff member chooses to wear a face shield, they must also wear a mask/face covering.
- Establishments are not required to provide non-medical masks/face coverings to patrons but can provide them if they wish.
- If there is a physical barrier installed/in-place between the staff and patrons (e.g. plexiglass, etc.) masks/face coverings are still required for staff and patrons while indoors.
- Avoid touching your eyes, nose, and mouth.
- Avoid close contact with people: keep a distance of 2 metres between people.
- Stay home when you are ill.
- Cover your cough or sneeze with a tissue, then immediately throw the tissue in the garbage and wash your hands.
- If you don't have a tissue, sneeze or cough into your sleeve or arm.
- Clean and disinfect frequently touched objects and surfaces.
- Prominently post "[Stop the Spread of Germs](#)" posters.
- Be aware of the most current, credible, public health information/recommendations and communicate these to your staff and customers.
- For questions on what to do if you have symptoms of COVID-19 or have traveled, please visit durham.ca/NovelCoronavirus

If you are not able to follow the recommendations listed above, contact your Public Health Inspector to discuss alternate options to reduce the potential risks to your staff and patrons.

References:

Regional Municipality of Durham, [Community Re-opening Toolkit, May 2020](#)

Regional Municipality of Durham, [Instructions to ensure the mandatory use of non-medical masks and face coverings within Enclosed Public Spaces, July 2020](#)

Ministry of Health, [COVID-19 Guidance: Essential Workplaces, May 2, 2020](#)

Ministry of Labour, Training and Skills Development, [Sector Specific Resources to prevent COVID-19 in the workplace](#)

Workplace Safety & Prevention Services, [Guidance on Health and Safety for Cashiers during COVID-19](#)

Workplace Safety & Prevention Services, [Guidance on Health and Safety for Garden Centre Sector During COVID-19](#)

Workplace Safety & Prevention Services, [Guidance on Health and Safety for Retail General Labour Employees during COVID-19](#)

Ministry of Health, [Face Coverings and face masks, May 2020](#)

Public Health Ontario, [Mask Use for Non-Healthcare Workers, May 2020](#)

Public Health Agency of Canada, [Community-based measures to mitigate the spread of coronavirus disease \(COVID-19\) in Canada](#)

Ontario Ministry of Health, [Enhanced Measures to Protect Ontarians from COVID-19, March 16, 2020](#)

Public Health Ontario, [Corona Disease 2019 \(COVID-19\) Cleaning and Disinfection for Public Settings, March 11, 2020](#)

September 9, 2020

905-668-2020 or 1-800-841-2729 | durham.ca/health

If you require this information in an accessible format, contact 1-800-841-2729.

