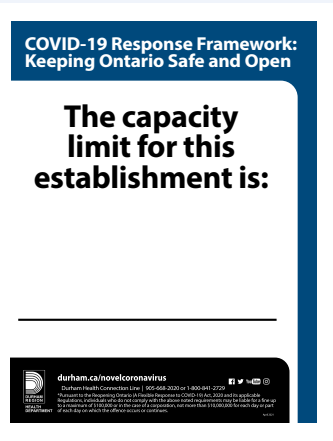


Advice from Durham Region Health Department for Retail Businesses*



- ✓ Be aware of the most current, credible public health information/recommendations and communicate these to your staff and patrons.
- ✓ For establishments that are permitted to operate and further sector specific details of the requirements refer to [Ontario Regulation 263/20: Rules for Areas in Step 2](#).
- ✓ For retail and workplace establishments refer to the [Section 22 Class Orders](#) for further details of requirements.
- ✓ A safety plan, outlining how to protect staff and the public against COVID-19 within the facility must be made available upon request. A copy of the safety plan must be posted within the facility for viewing by staff and the public. For more details visit the Durham Region Health Department [Safety Plan Template](#), [COVID-19 Workplace Safety Plan Checklist](#) and the Province's [Develop Your COVID-19 Workplace Safety Plan](#).



Capacity Limits & Restrictions

- All retail businesses must operate at 50% capacity.
- All retail establishments must post a sign in a location visible by the public that states the maximum capacity limit of the store.

Additional requirements for shopping malls

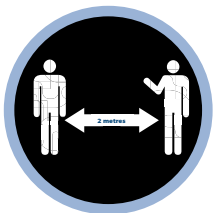
- Capacity for the shopping mall is determined by taking the sum of the capacities of every retail business in the mall.
- All retail establishments must post a sign in a location visible to the public that states their maximum capacity.
- Individual retail stores in the mall are limited to 50% capacity.
- Indoor shopping malls must actively screen individuals before they enter the indoor premises of the mall.
- Members of the public are not permitted to loiter in any area of the mall.
- Any interior dining spaces inside the shopping mall, including tables and seating in food courts must be closed.



Post signs at all entrances directing those who are ill to not enter. Advise staff and the public to stay home if they are experiencing symptoms of COVID-19 or have been in close contact with anyone who has been sick with the virus.



Remind staff to wash their hands before and after eating, using the washroom or changing gloves. Post handwashing posters at the stations. Wash hands often for at least 20 seconds where possible or use hand sanitizer when hands are not visibly soiled.



Maintain physical distancing by keeping 2 metres apart between individuals. Members of the public who enter the shopping mall must not be permitted to loiter in any area of the shopping mall or retail establishment. Adhere to the capacity restrictions set out by the Province.



The use of masks is mandatory for all staff and visitors when in an indoor enclosed public space subject to limited exemptions. Staff must wear personal protective equipment (medical mask and eye protection) when they come within 2 metres of an unmasked individual while indoors and where there is no impermeable barrier in place. A face shield is not a substitute for a mask.



Patrons lining up outside the establishment, the business is responsible to ensure physical distancing of 2 metres is maintained. Patrons lining up inside the establishment, the business is responsible to ensure patrons are wearing masks and physical distancing of 2 metres is maintained.



Screening must be implemented to ensure the health of the visitors, staff, volunteers, and essential visitors. All businesses are required to have active screening for all staff and volunteers. Screening logs must be maintained for 1 month and only disclosed when requested by the medical officer of health or an inspector under the Health Protection and Promotion Act. For detailed guidance visit the Ministry of Health's website [Ontario COVID-19 Screening](#).



Provide/install physical barriers and signage reminders (e.g. one-way directions, markings, plexiglass dividers, posting signs in high traffic areas, physical distancing etc.). When physical barriers are provided, staff are still required to wear a mask.



Use contactless payment systems and avoid handling money as much as possible. Use alternate methods such as online ordering, delivery or curbside pick-up to reduce the need for patrons to enter the facility.



Clean and disinfect high touch surfaces/equipment frequently (e.g. door handles, counters, barriers, washrooms etc.). Recommend cleaning and disinfecting twice per day at a minimum while in operation. Use only disinfectants that have a Drug Identification Number (DIN) and approved by [Health Canada](#). Follow the manufacturer's direction regarding contact time. Maintain cleaning and disinfecting logs.



Ensure properly stocked, frequently cleaned and disinfected handwash and/or hand sanitizer stations are made available at the entrance and throughout the establishment for everyone to wash/sanitize their hands as required.



Have designated roles and responsibilities for staff. Avoid having multiple staff doing the same task within a space. Stagger staff shifts and break times. Ensure facility measures are communicated to staff and enforced.



Limit the volume of music (e.g. to be no louder than the volume of a normal conversation).