

Advice from Durham Region Health Department for E-Commerce/E-Market*



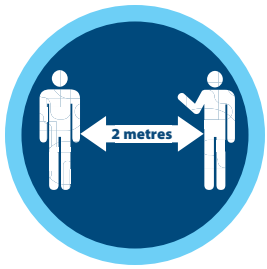
- ✓ For workplace establishments refer to the [Section 22 Class Orders](#) for further details of requirements.
- ✓ Be aware of the most current, credible public health information/recommendations and communicate these to your staff, volunteers, vendors and patrons.
- ✓ Public/private social/event gatherings are restricted to the gathering limits set out by the [Province](#).
- ✓ 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](#).



Post signs at all entrances directing those who are ill to not enter. Advise vendors/ staff/volunteers 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/volunteers 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 all individuals not in the same household.



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



Avoid touching the face (eyes, nose and mouth). Practice proper respiratory etiquette (e.g. cough or sneeze into your sleeve or a tissue and not your hands) followed by appropriate hand hygiene.



Prevent group gatherings and overcrowding within the a facility. Adhere to the gathering/ capacity restrictions set out by the [Province](#).



Provide signage to communicate to patrons about the drive-thru/walk-up/pick-up process and physical distancing reminders. Signage reminders include 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.



Have designated roles and responsibilities for staff/volunteers (e.g. ensuring physical distancing, etc.) 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.



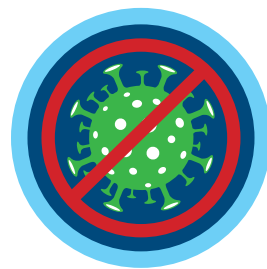
Clean and disinfect high touch surfaces/ equipment frequently. Recommend cleaning and disinfecting twice per day at a minimum while in operation. Use only disinfectants that have a Drug Identification Number (DIN) approved by [Health Canada](#). Follow the manufacturer's direction regarding contact time.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



Food products are packaged and orders must be prepackaged in new, single use boxes or bags, and labelled with customers' names or order numbers. Refrigerated and frozen products must be maintained at proper temperatures.



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



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](#).



durham.ca/novelcoronavirus

Durham Health Connection Line | 905-668-2020 or 1-800-841-2729

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

*Pursuant to the Reopening Ontario (A Flexible Response to COVID-19) Act, 2020 and its applicable Regulations, individuals who do not comply with the above noted requirements may be liable for a fine up to a maximum of \$100,000 or in the case of a corporation, not more than \$10,000,000 for each day or part of each day on which the offence occurs or continues.

