



RETAIL

Internal Policies for COVID-19

Employers should develop policies specifically intended to reduce the spread of COVID-19 in the workplace. These should be clearly communicated to employees and assurances should be sought to ensure they are understood.

You ensure that employees are aware that they are required to report a disease or illness, symptoms of a disease or illness to an identified responsible person in the establishment.

You ensure that persons working in an establishment are aware that they are required to report a disease or illness, symptoms of a disease or illness to an identified responsible person in the establishment.

What To Do if An Employee Suspects They Have COVID-19

If an employee develops COVID-19 symptoms, meat plants are required to follow public health measures put in place to reduce the spread of COVID-19. Public health authorities have communicated the following directives:

Employees Who Have COVID-19 Symptoms Must:

- Advise their manager immediately.
- Contact their local public health authority or medical practitioner and follow their advice.
- Immediately be isolated from others and sent home without using public transit, if possible.
- Employees who are at home with symptoms of COVID-19 must follow the advice of their local public health authority.

COVID-19 Transmission on Food Products

According to the Canadian Food Inspection Agency (CFIA), “There is currently no evidence that food is a likely source or route of transmission of COVID-19.”

The CFIA says it is prioritizing safety investigations and recalls, animal disease investigations, and inspection services during this time.

Health Canada recommends giving fruits and vegetables a good rub under running water – cool or lukewarm is preferred.

The agency says it isn't necessary to use solutions specifically designed for cleaning fruits and vegetables, known as produce cleansers.

The CFIA does not anticipate any food product recalls or withdrawals from the market due to COVID-19 contamination. Currently, there have been no reported cases of food or food packaging being associated with the transmission of COVID-19.



Shopping Safely

The following are recommendations to prevent the spread of COVID-19 at your retail store.

Sanitation

Review your sanitation procedures and increase your sanitation frequency, especially for high touch surfaces and public areas.

- Surfaces must be cleaned on a regular basis with an approved detergent.
- Cleaned surfaces must be sanitized (food contact surfaces) or disinfected (non-food contact surfaces).
- Staff should be trained on how to use and verify the concentration of sanitizers and disinfectants used.

What Chemicals to Use

Disinfectants approved by Health Canada will have a drug-identification number (DIN). A list of registered sanitizer and disinfectant (higher concentration) products can be found [here](#). Public health authorities recommend that retailers confirm with their chemical suppliers that the disinfectants and sanitizers they are using are appropriate for use against COVID-19 and, in the case of grocers, appropriate for use at food premises.

Protecting Your Employees and Your Customers

Upon Entry:

1. Have hand sanitizer stations available outside the store and signage indicating all customers are to sanitize their hands prior to entry.
2. Post notices in the store windows informing customers of their policies for sick employees.
3. Post notices in store windows that if any customer is showing symptoms of COVID-19 or have travelled outside the country in the last 14 days that they are not permitted inside the store and to use your on-line ordering system or call in their order for curbside pickup.

While Shopping:

1. Disinfect shopping cart handles before and after each use by customers.
2. Limit the number of customers inside stores at any given time.
3. Close bulk counters, soup bars, olive bars and self-serve hot food tables.
4. Protect the most vulnerable population and reserve the first hour of the day exclusively for senior citizens to shop.

At Checkout:

1. Where possible install physical barriers at checkouts.
2. Have hand sanitizer available at checkout and encourage use before and after handling any currency.
3. Encourage the use of credit or debit card payment and sanitize the debit machine between customers.
4. Enforce physical distancing rules by marking spaces at check-out lines with floor stickers and hanging signs reminding patrons not to crowd each other in shopping aisles.
5. Change your reusable bag policy temporarily. Remove the fee for plastic bags OR have the customer bag their own groceries in reusable bags or bins.

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