

COVID-19 PROTOCOL FOR SEAFOOD RETAIL OUTLET

ADMINISTRATIVE

- Close stores early to provide sufficient time to thoroughly clean and sanitize stores.
- Implement a more robust delivery/ process, so customers can be served without having to come inside the store.
- Provide appropriate facilities (inclusive of appropriate disinfectants and instructions) for employees to maintain good hand hygiene, Environmental hygiene and PPE for staff
- Document protocols and continuously sensitize staff
- Provide adequately designed and constructed toilet facilities
- Provide hand washing stations equipped with hand-drying facilities, liquid soap, running water and waste receptacles.

HEALTH

- All staff should stay at home if they are unwell or show any signs of fever, sore throat, cough, or shortness of breath and if this is the case to report this (by phone) to the employer for further instructions
- All staff instructed to report (by phone) to the employer if someone they live with is unwell or shows any signs of fever, sore throat, cough, or shortness of breath (further instructions provided)
- Wellness checks are to be carried out of all staff before they start work each day. Any staff showing any signs of illness are to be sent home and further instructions provided
- Any staff that has had close-contact with or been exposed to someone who is a probable case or who has COVID-19, must self-isolate in accordance with the Ministry of Health requirements. If, after the required self-isolation period, they are symptom free, they can return to work.

HYGIENE

All staff shall practice regular hand washing (wash with hand-soap and running water for a minimum of 20 seconds, dry thoroughly with disposable paper towels), and use hand-sanitizer:

- After visiting the toilet
- Before eating
- After smoking/vaping
- Before putting on and after removing protective clothing, including face mask and gloves
- Before handling any product
- Before and after cleaning, particularly after cleaning high contact surfaces.

Staff must be reminded not to touch their face and eyes.

Staff must be reminded to use cough and sneeze etiquette (cover coughs and sneezes with disposable tissues, place in garbage or cough/sneeze into elbow and then wash hands, as above).

Implement rigorous cleaning and sanitation regimes in high touch/contact surface areas

CLEANING

- Implement a minimum four-hourly cleaning and sanitation protocol (these are additional to normal food production related cleaning procedures), for all contact surfaces, particularly hand-contact surfaces in any social or amenity areas, including doors, door handles, handrails, switches, bathroom fixtures, toilets (for sites with larger staff numbers, implement two-hourly). Ensure staff conducting cleaning of social spaces have suitable PPE

IN SHOP OPERATIONS

- Post a sign(s) at the entrance(s) and throughout the store alerting customers that they must follow the 6ft separation rule.
- Post sign(s) for customers and employees alerting them of efforts in place regarding COVID-19.
- Announce physical distancing expectations through PA system periodically throughout the day.
- Set up floor markers in stores to show people how far apart they need to be from each other when waiting to check out.
- Have designated employee(s) regularly walk the floor to ensure that customers are following physical distancing rules and provide guidance as needed.
- Staggering the number of shoppers in the store at one time to allow for increased distance between shoppers. (30 sq feet per person)
- Consider controlling the flow of shoppers through the store by use of one-way aisles so shoppers reduce the frequency of shoppers crossing paths.
- Place shield guards in front of the cashier/seller that may not have the ability to stand 6ft away from the customer.
- Consider delivery or curbside pickup capabilities.
- Periodical cleaning and sanitizing of highly touched areas and items.
- Provide sanitizing stations for customers entering and leaving store.