

## Protocol Must Be Put In Place For Employees And Customers For Stores Including Hardware

### **ADMINISTRATIVE:**

- Prepare a COVID-19 response plan regarding the new measures stipulated above. This plan must be submitted to and approved by the The Environmental Health Department.
- Ensure that stores are thoroughly cleaned and sanitized at intermittent times throughout the day and at the end of every work day.
- Provide appropriate facilities (inclusive of appropriate disinfectants and instructions) for employees to maintain good hand hygiene, Environmental hygiene and PPE for staff
- Ensure every customer entering the store has a face mask and sanitized hands
- Ensure staff with cold, influenza, such as sore throat, fever, sneezing, and coughing remain at home.
- Ensure the washrooms are always well stocked with liquid soap and paper towels and that running water is available.
- Conduct periodical cleaning and sanitizing of highly touched areas and items.
- Provide sanitizing stations for customers entering and leaving store.
- Document protocols and continuously sensitize staff

### **IN STORE OPERATIONS**

- Post a sign(s) at the entrance(s) and throughout the store alerting customers that they must follow the 6 feet separation rule.
- Post sign(s) for customers and employees alerting them of efforts in place regarding COVID-19.
- Place hand sanitizer with a minimum of 60% ethyl alcohol in dispensers near doors, pay stations and other high-touch locations for customers and staff use.
- Use a physical queue line controls such as crowd control cordons at entrances of stores.
- Place markers such as tape or cones every 6 feet and provide customers with visible queues that support physical distancing outside the stores.
- 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.

- Stagger 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 and/or bagger that may not have the ability to stand 6 feet away from the customer.
- Clean high touch surfaces such as pay stations, bagging areas and carts or hand baskets between each customer use.
- Employees who handle cash or credit card must wash their hands frequently with soap and water.
- Should operators and employees choose to use gloves, ensure thorough hand washing before and after each change of gloves.