

# GUIDANCE FOR RETAIL BUSINESSES

## Overview

Under current Chief Medical Officer of Health Orders, businesses and entities are required to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene; and
- comply, to the extent possible, with the [COVID-19 General Relaunch Guidance](#), this guidance, and any other applicable Alberta Health guidance found at: <https://www.alberta.ca/biz-connect.aspx>.

This document has been developed to support retail businesses in reducing the risk of transmission of COVID-19 among attendees (including workers, volunteers, patrons and the general public). The guidance provided outlines public health and infection prevention and control measures, specific to retail setting.

This document and the guidance within it is subject to change and will be updated as needed. Current information related to COVID-19 can be found at: <https://www.alberta.ca/covid-19-information.aspx>.

## COVID-19 Risk Mitigation

<b>General Guidance</b>	<ul style="list-style-type: none"> <li>• Encourage and facilitate attendees to stay up to date with developments related to <a href="#">COVID-19</a>.</li> <li>• Notify attendees of the steps being taken to prevent the risk of transmission, and the importance of their roles in these measures.             <ul style="list-style-type: none"> <li>○ COVID-19 signage should be posted in highly visible locations:                 <ul style="list-style-type: none"> <li>▪ “Help prevent the spread” posters are <a href="#">available</a>.</li> <li>▪ When possible, provide necessary information in languages that are preferred by attendees.</li> </ul> </li> </ul> </li> <li>• Retail businesses that sell food should not provide samples.</li> <li>• All Albertans must follow CMOH Order 05-2020, which establishes legal requirements for quarantine and isolation.             <ul style="list-style-type: none"> <li>○ Anyone with symptoms of COVID-19; with a history of international travel in the last 14 days; or with close contact with a confirmed case of COVID-19 in the past 14 days must remain at home.</li> </ul> </li> <li>• Make hand sanitizer containing at least 60% alcohol available at entrances, exits, escalators, change rooms, and checkout counters for the public.</li> </ul>
<b>Screening &amp; Response Plan</b>	<p>Operators should:</p> <ul style="list-style-type: none"> <li>• Post <a href="#">signs</a> that instruct those who may have been exposed to COVID-19 to not enter.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Consider implementing active screening of attendees (where applicable) and workers for symptoms of fever, sore throat, cough, runny nose or difficulty breathing.             <ul style="list-style-type: none"> <li>○ Operators may choose to use <a href="#">Alberta Health Daily Checklist</a>.</li> <li>○ The Alberta Health Services <a href="#">COVID-19 Self-Assessment tool</a> can be used by attendees.</li> </ul> </li> </ul> <p>A rapid response plan sets out a fast-action plan for operators when an attendee or worker shows symptoms or tests positive for COVID-19.</p> <ul style="list-style-type: none"> <li>• Operators should develop a plan that includes appropriate policies and procedures based on the type of attendees specific to their services and settings.</li> <li>• Attendees should be familiar with and follow the operator’s rapid response plan if an attendee starts feeling symptoms during a shift. This should include:             <ul style="list-style-type: none"> <li>○ Immediately isolating the attendee from others.</li> <li>○ Cleaning and disinfecting all surfaces that may have come into contact with the symptomatic attendee.</li> <li>○ Requiring hand hygiene and masking of the attendee.</li> <li>○ The attendee must isolate as soon as possible.</li> </ul> </li> </ul>
<p><b>Physical Distancing</b></p>	<ul style="list-style-type: none"> <li>• Consider physical controls to support spacing of at least 2 metres or physical barriers to prevent direct contact between staff and patrons. These types of controls reduce the opportunity for transmission. Businesses should implement appropriate controls for their settings and services, such as:             <ul style="list-style-type: none"> <li>○ Placing barriers or partitions between attendees.</li> <li>○ Reducing or removing seats from waiting areas, lunch rooms and dining areas.</li> <li>○ Placing limits on washroom capacity.</li> <li>○ Closing toilets or urinals that are less than 2 metres apart without barriers between them, or installing barriers between urinals.</li> <li>○ Placing additional hands-free garbage bins with removable linings at all entrances and exits.</li> </ul> </li> <li>• Where physical controls are not possible or appropriate, the business should consider:             <ul style="list-style-type: none"> <li>○ Reducing the number of attendees at one time.</li> <li>○ Support vulnerable populations with access to dedicated store hours, delivery or curbside pickup.</li> <li>○ Encourage curbside pickup for online purchases.</li> <li>○ Directing traffic flow within a site using signs, ropes, floor decals, etc.</li> <li>○ Reservations and staggered entry times.</li> <li>○ Dedicated entry and exit points.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ Encourage patrons to exit the business as quickly as possible following their purchase or completion of their visit.</li> </ul>
<b>Purchases</b>	<ul style="list-style-type: none"> <li>• Take precautions at the point of sale to reduce transmission.             <ul style="list-style-type: none"> <li>○ Physically distance cashiers from patrons or installing physical barriers.</li> <li>○ Create markers to indicate where shoppers should stand while waiting in line to maintain physical distance.</li> <li>○ Use contactless payment and avoid cash payments, where possible.</li> <li>○ Clean and disinfect touch screens at self check-outs between patron use.</li> <li>○ Space out cash counters and self-service check-outs, when possible.</li> <li>○ Ensure gloves are available for workers handling cash.</li> </ul> </li> <li>• Offer and encourage online or telephone orders with delivery or pick-up services as alternatives to in-person shopping.</li> <li>• Update return policies to prevent the risk of transmission of COVID-19 to attendees. This may include:             <ul style="list-style-type: none"> <li>○ Eliminating the opportunity to return purchased goods (i.e. final sale only).</li> <li>○ Cleaning and disinfecting hard-surfaced, returned good prior to placing them back onto the sales floor.</li> <li>○ Storing soft-surface items for a period of 24 hours prior to resale.</li> </ul> </li> </ul>
<b>Staff</b>	<ul style="list-style-type: none"> <li>• Ensure staff are trained on hygiene, sanitation and any updated policies or procedures related to preventing transmission of COVID-19.</li> <li>• Encourage proper hand hygiene and coughing and sneezing etiquette.</li> <li>• Ensure staff have access to hand sanitizer, as required.</li> <li>• Are permitted to wear non-medical face masks if preferred, even if a mask is not necessary for the work they are performing. Masking guidance is <a href="#">available online</a>.</li> <li>• Stagger staff arrival and departure times, lunch times, breaks and meetings to reduce the number of workers in one place at a given time.</li> <li>• Designate lockers and storage spaces to individual workers.</li> <li>• Encourage staff to launder uniforms between shifts.</li> <li>• Continue to follow existing occupational health and safety (OHS) requirements.</li> </ul>
<b>Cleaning &amp; Disinfecting</b>	<ul style="list-style-type: none"> <li>• Develop and implement procedures for increasing the frequency of cleaning and disinfecting of high traffic areas, common areas, public washrooms. Businesses should follow cleaning and disinfecting practices described in the <a href="#">COVID-19 General Relaunch Guidance</a>, and should:             <ul style="list-style-type: none"> <li>○ Keep a log of daily cleaning.</li> <li>○ Regularly clean and disinfect any surfaces and equipment touched by attendees.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"><li>○ Frequently sanitize washrooms.</li><li>● Shopping baskets and carts should be disinfected between patron use.</li><li>● Surfaces in change rooms should be cleaned and disinfected after each use.<ul style="list-style-type: none"><li>○ Consider options that minimize the risk of spread when trying on garments.</li><li>○ Encourage customers to sanitize hands before trying on clothes.</li></ul></li><li>● Businesses should keep and monitor an inventory of personal protective equipment to ensure that staff always have access to appropriate protective equipment, if required.</li><li>● Develop strategies to minimize the handling of objects between multiple attendees and ensure frequent cleaning and disinfecting of these objects. If an item is shared between attendees, attendees should:<ul style="list-style-type: none"><li>○ Wash hands with soap and water for at least 20 seconds or alcohol-based hand sanitizer with a minimum of 60% alcohol before and after handling a shared item.</li><li>○ Hard-surfaced items or items that can be laundered should be cleaned and disinfected.</li></ul></li><li>● Soft-surface items or other items that cannot be cleaned and disinfected, should be isolated for a period of 24 hours.</li></ul>
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