

GUIDANCE FOR RETAIL BUSINESSES

Overview

Chief Medical Officer of Health (CMOH) Order 25-2020 requires businesses and entities 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;
- comply, to the extent possible, with any applicable Alberta Health guidance found at: <https://www.alberta.ca/biz-connect.aspx>.

Where any part of this guidance is inconsistent or in conflict with enhanced or stronger public health restrictions set out in another CMOH Order, the enhanced or stronger public health measures would prevail. Operators are also required to follow the [General Operational Guidance](#) and any other applicable CMOH orders.

This document has been developed to support operators of retail businesses, malls, shopping centres and other entities in reducing the risk of transmission of COVID-19 among attendees (including workers, patrons and the general public). The guidance provided outlines public health and infection prevention and control requirements specific to these settings and activities.

This guidance document describes the difference in restrictions for *high case regions* and *low case regions*:

- *High case regions are those that have had an active case rate of 50 cases per 100,000 people and 30 or more active cases, at any point while Orders 19-2021 and 20-2021 are in effect.*

Please refer to the [COVID-19 Regional Active Cases map](#) to determine if your region has high case restrictions or low case restrictions in effect.

In all settings and regions, it is important that measures are implemented to reduce the risk of transmission of COVID-19. This includes, but is not limited to ensuring: physical distancing, barrier use (where appropriate), proper hand hygiene and respiratory etiquette, enhanced and appropriate cleaning and disinfecting, records management and building maintenance (e.g., ventilation).

COVID-19 Risk Mitigation

HIGH CASE REGIONS	
Capacity Limits	<ul style="list-style-type: none"> • Retail businesses and entities are permitted to open so long as they limit attendance to 10% of fire code occupancy, or five customers, whichever is greater. <ul style="list-style-type: none"> ○ Staff do not count towards the capacity limit. ○ When calculating the total fire code occupancy of shopping malls, the common areas of the shopping mall should not be included in the calculation. • Curbside pick-up, delivery and online services are encouraged

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LOW CASE REGIONS

Capacity Limits	<ul style="list-style-type: none"> Retail businesses and entities are permitted to open so long as they limit attendance to 15% of fire code occupancy, or five customers, whichever is greater. <ul style="list-style-type: none"> Staff do not count towards the capacity limit. When calculating the total fire code occupancy of shopping malls, the common areas of the shopping mall should not be included in the calculation. Curbside pick-up, delivery and online services are encouraged
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ADVICE FOR ALL RETAIL

General Advice for Retail	<ul style="list-style-type: none"> For outdoor retail businesses with no indoor component, there is no limit on capacity so long as operators ensure there is enough space for attendees to maintain 2 metres' distancing at all times. Operators must inform all attendees of the requirement to wear a face mask at all times while in indoor areas of the retail facility (including sales floors, hallways, concourses, warehouses, stock rooms, lunchrooms, and staff room). <ul style="list-style-type: none"> Workers may only remove their face mask when they are alone in their private workspace and separated by 2 metres or barriers from all other employees or patrons. Operators should place hand sanitizer containing at least 60% alcohol in convenient locations throughout the facility. Operators must have plans for a rapid response if a staff member or patron becomes symptomatic while in the retail business or entity. For more information on what this plan must include, see the General Operational Guidance. Operators must ensure that ventilation systems are operational and functioning optimally. Refer to the General Operational Guidance for more information on ventilation.
Physical Distancing	<ul style="list-style-type: none"> Operators must take measures to ensure that 2 meters' distancing can be maintained between individuals of different households, including patrons and staff. <ul style="list-style-type: none"> Use markers to indicate where patrons should stand while lined up. Use contactless payment and avoid cash payments, where possible. Space out cash counters and self-service check-outs, when possible Where physical distancing cannot be maintained, operators must provide physical barriers that are effective at preventing droplet transmission. <ul style="list-style-type: none"> For example, install physical barriers to separate cashier(s) from patrons.

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Purchases	<ul style="list-style-type: none"> Operators should consider/promote online or telephone orders with delivery or pick-up services as alternatives to in-person shopping. Operators are encouraged to update return policies and procedures. Considerations include: <ul style="list-style-type: none"> Restricting opportunities to return purchased goods (e.g., final sale only). Cleaning and disinfecting hard-surfaced, returned goods prior to placing them back onto the sales floor. Storing soft-surface items for a period of 24 hours prior to resale.
Product Testing Facilities	<ul style="list-style-type: none"> Sports and fitness equipment retail stores that offer “try before you buy” facilities (e.g., golf simulators, running tracks, demonstration equipment) must close these facilities to public use.
Cleaning and Disinfecting	<ul style="list-style-type: none"> Operators must enhance cleaning and disinfecting practices as described in the COVID-19 General Operational Guidance. Operators must enhance cleaning and disinfection of: <ul style="list-style-type: none"> shopping baskets and shopping carts touch screens at self check-outs surfaces in change rooms Encourage patrons to sanitize hands before trying on clothes in change rooms. Develop strategies to minimize the handling of objects between multiple patrons and ensure frequent cleaning and disinfecting of these objects. If an item is shared between patrons: <ul style="list-style-type: none"> Clean and disinfect hard-surfaced items. Isolate soft-surface items or other items that cannot be cleaned and disinfected for a period of 24 hours.

This document and the guidance within it is subject to change and will be updated as needed.

Last Revised: May 2021