

STAGE 2: 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, markets, malls, shopping centres and other entities in reducing the risk of transmission of COVID-19 among attendees (including vendors, workers, patrons and the general public). The guidance provided outlines public health and infection prevention and control requirements specific to these settings and activities.

In all settings, 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

General Advice for Retail	<ul style="list-style-type: none">• Retail businesses/entities, markets and shopping malls are permitted to have attendance up to 1/3 of fire code occupancy.<ul style="list-style-type: none">○ Staff and contractors hired by the retail business do not count towards the capacity limit, when attending the business to do work.○ 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.• Use contactless payment and avoid cash payments, where possible.• 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).
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	<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 impermeable barriers from all other employees or patrons. ● Operators must enhance cleaning and disinfecting practices as described in the COVID-19 General Operational Guidance. ● Operators should place hand sanitizer containing at least 60% alcohol in convenient locations throughout the facility. <ul style="list-style-type: none"> ○ Encourage patrons to sanitize hands before entering the retail space or touching merchandise. ● 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. ● Ensure ventilation systems are operational and functioning optimally. Refer to the General Operational Guidance for more information on ventilation.
<p>Physical Distancing</p>	<ul style="list-style-type: none"> ● Operators must take measures to ensure that 2 metres’ distancing can be maintained between individuals of different households, including patrons and staff. <ul style="list-style-type: none"> ○ Market operators should design the market layout in a way that facilitates distancing (e.g., by widening corridors between stalls). ● Where physical distancing cannot be maintained (e.g., between cashiers and shoppers, or vendors in market stalls), operators must set up impermeable barriers to separate individuals who are in close proximity.
<p>Food Sales and Sampling</p>	<ul style="list-style-type: none"> ● Operators selling food and offering food or food samples must adhere to Guidance for Food Service and Sales.
<p>Performances</p>	<ul style="list-style-type: none"> ● Retail businesses, markets and malls can offer live performances indoors and outdoors so long as they follow the Guidance for Performing Arts.

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

Last Revised: June 2021