When you go to a shopping mall or retail store:

- Remember capacity is set at 15% of fire code occupancy, (in smaller stores, having up to 5 people in the store is allowed, even if that exceeds 15% of occupancy), as long as physical distancing is maintained.
  - This may mean you need to wait in a line before you get to enter the store or mall.
  - Plan accordingly to make sure you have time to wait, and that you have layers of warm clothing in case you need to wait outside.

- Wear a mask or face covering in all stores and shopping malls/centres.

- Follow physical distancing cues in the stores and malls and for any line-ups (e.g., signs directing flow, markers to indicating appropriate physical distancing).

- Use hand sanitizer when entering and leaving stores and shopping malls.

- Consider:
  - Sending only 1 person from your household to purchase the necessary items
  - Making a list before you go shopping to limit the time you need to be in the store or shopping mall/centre.
  - Limiting the number of items you touch in the store.
  - Using options for cashless/touchless purchasing.
  - Making any in-person shopping trips during off hours.

- Social gatherings indoors or outdoors (e.g., parking lots) are not permitted at this time.
  - Leave the premises promptly when you have completed your shopping.

- Wherever possible, make use of virtual/online shopping, and curbside pickup or delivery options.

- While seating is closed, food can be purchased at the food court and enjoyed in your vehicle or at home.

- Masks or face coverings must be worn on public transit to get to the shopping mall/centre or store and while inside any public place.

- Do not go to stores or shopping malls/centres if you are not feeling well. Make use of an alternate service mode.

- All rules and guidance are in place to keep your experience as safe as possible for yourself, staff and other patrons.