

# **COVID-19 SAFETY PLAN**

## COVID-19 GUIDANCE: SOCIAL DISTANCING (CONSUMERS)

**This document is intended to provide general guidelines on social distancing in store during the COVID-19 pandemic.**

This document should be used in conjunction with any guidance that may have been provided by your provincial Ministry of Health and/or Regulatory body.

### Objective

- To ensure we protect our team members and our customers and ensure everyone maintains proper social distancing

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### Actions Required

- **Communicate to all team members** on requirement around social distancing
- **Remind customers and team members to practice social distancing**
- **Review communication** from Vancouver Coastal Health on their website.
- **Team Member at the entrance**, should remind customers of the need for social distancing as they enter the store.
- **Install Floor Stickers and Distance Markings** as described below.

**Social Distancing means:** We should keep 2 meters (6.5 feet) away from each other  
**For Team Members:** Ensure to maintain social distance for each other and customers.

### Setup:

**Social Distance Guidance Posters** – Place posters near entrances and around the store.

**Floor Markings/Stickers** – place markings on the floor to indicate what 2 m of separation looks like, especially where the checkout line ups would be expected.

**Do Not Crowd/One way Signs**– place signs where crowding is expected.

- Produce displays.
- Meat displays in aisle 1

**Droplet Shields** - installed at each checkout

## **Ongoing Procedures**

### **Remind Customers**

Inform all customers that in the interest of safety they should allow 2 shopping buggies (as a visual cue) distance (approximately 2 m) between themselves and the next customer. Where possible to stand beside other patrons in an aisle, encourage customers to move 2 m past the next person.

### **Store**

**Recognizing that the volume of customers flowing in and out of the building changes,** when necessary, reduce the capacity of customers that enter the building.

### **Policy:**

We limit the number of shopping carts available and require that each customer have a shopping cart to enter the store. When there are no carts left, the customers must start forming a line ( where 2 m indicators are painted on the sidewalk ) for the next cart. There is a limit of two customers per cart.

To limit lines inside the store, a limited number of batons will serve as permission indicators for customers to wait for service at each station.

Have Team Member at door to enforce and remind our customers our policy.

**If crowding occurs and social distancing is a challenge** reduce the number of people allowed in the store.

### **Checkouts**

At the checkout, the customer should load products and proceed end of till( both are indicated by floor stickers ). Cashier maintain distance from customer throughout. Stay behind droplet shields.

Have all cashiers place the customers money on the counter to avoid contact. Encourage use of debit cards v. credit cards, where signature slips maybe required.

Cashier must not touch reusable bags supplied by the customers. Where customer bags touch the counter, spray sanitizing solution on the area and allow to air dry.

Use hand sanitizer frequently.

### **Back Office**

Ensure that workplace rest areas have adequate space to have 2 m of space between each other. We have scheduled staggering breaktimes to limit the number of people in the staffroom. We have closed our deli and open seating there to staff only. Please avoid coordinating your breaktime with a another team member.

### **All Areas**

All employees are encouraged to wear a disposable procedure/surgical mask( provided ).

Proper procedure is posted in the staff room. Those employees that find it difficult to wear a disposable mask, cloth masks are available. If either type of masks cannot be tolerated, a face shield is provided.

## **Cleaning and Disinfecting during Covid-19 Pandemic**

As an essential service during the COVID-19 pandemic and as our part of our role in keeping our customers and team members healthy and safe, routine cleaning and disinfecting is of great importance. This document is intended to provide guidance for routine cleaning and disinfecting, highlight the difference between the meaning of cleaning and the meaning of disinfecting, and reinforce the need for appropriate protective wear while cleaning and disinfecting.

We continue to monitor events closely, following all government advisories, and adopting new procedures as needed to keep our workplaces safe and these protocols may be amended or updated over time. Please ensure you are referencing the most current version of this document.

### **Frequency of Cleaning and Disinfecting Required:**

Cleaning and Sanitizing of all high contact areas is required at least twice a day during business hours.

Hand sanitizers for customers are available at the entrance and checkout area.

### **High contact areas on the checklist include:**

- all door handles, including all entrance, exit cooler, freezer and container handles, throughout the premises, as well as swing door surfaces
- all deli or bistro surfaces, including the service counter and prep areas
- reach in bunker ledges
- PIN pads, which should be cleaned after each customer, cheque stands, tops of cash lanes, checkout belts, scanners, till keyboards, and all surfaces at cash areas
- all shopping cart handles
- computer keyboards, mice, and areas surrounding workstation surfaces
- phones
- all washroom surfaces
- all staff room surfaces
- trash receptacle touch points
- cardboard Compactor Controls

### **Cleaning Products:**

Cleaning products are products that remove germs, dirt, and impurities from surfaces by using soap (or detergent) and water. Cleaning does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection. Hard surfaces should be cleaned using regular surface cleaning products or soap and water prior to disinfection.

Sanitized your hands after clean with provided hand sanitizer.

### **Sanitizing Products:**

When bleach and water are mixed together to create a cleaning or disinfecting solution, the solution is only good for 24 hours. The temperature of the water does not affect the cleaning or disinfecting abilities of the solution. In order to preserve and have the product be effective , only make enough solution to last for 24 hours.

Mix 5ml bleach to 1 L water. We use a 5 L jug to replenish all spray bottles.

Mix 1000 mL 99% isopropanol with 400mL water to make an alcohol sanitizing spray.