

### Grocery/Department Store Recommendations

- Provide signage at the entrance and/or a stationed door person to remind people that if they have travelled internationally in the last 14 days or are experiencing respiratory symptoms, they should not be entering. The signage or door person should also remind customers to keep 2 metres of space between each other at all times.
- Provide disinfectant wipes at the entrance for disinfection of grocery carts and basket handles.
- Limit the number of people in the store at any given time. Some stores are larger than others and can safely space more than 50 people. Small stores should keep under 50 people, including staff.
- Typical self-served items should be prepackaged to limit customer handling.
- Provide at least 60% alcohol hand sanitizer at checkouts for both staff and customer usage if sufficient quantity of hand sanitizer permits.
- Gloves and masks are not recommended to be worn by healthy staff. This increases the risk of transmission.
- Limit store hours to allow staff time to safely restock shelves.
- Disinfect checkout conveyor belt and payment machine frequently with sanitizer wipes.
- Promote grocery delivery and/or grocery pick-up services. Ensure pick up attendees maintain a 2 metre distance from customers picking up.
- Ensure as many self-checkout lanes are open and are frequently disinfected. Provide hand sanitizer at self-checkout tills.
- Restrict the first hour of business to only the elderly (70+), disabled, and immunocompromised.
- Avoid the use of re-useable grocery bags.
- Provide adequate social distancing (at least 2 metres) at checkout lanes with cashiers and baggers present by:
  - o Staggering checkout lanes so there is an empty lane between each staffed lane.
  - o Provide markers on the floor at the entrance to checkout lanes with bright tape/markers to indicate where customers shall remain until all food has been scanned by the cashier. Separate markers at least 2 metres apart for other customers lined up.

- Once the total is ready to be paid, the customer may cross the line and walk to the payment machine while the cashier (and bagger) step aside into the empty, adjacent checkout lane. The receipt can be placed in a bag.
- Using tape, mark on the floor one-way arrows at the beginning of each aisle so customers are aware to enter the aisle from one direction only.
- Using tape, mark on the floor 6 foot increments to remind customers to keep their distance from others in high traffic areas.
- Any exchange of money and/or rewards cards between customer and staff can be done by asking the customer to place the money/cards on the counter or conveyor belt and take a step back. Change and reward cards can be returned in the opposite manner. Cashier hands should be sanitized after touching and returning of money/change/rewards cards.

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