

COVID-19 Guidance for Grocery Stores and Retail Food

Grocery stores and retail food outlets play a crucial role as part of the essential service providers. To do this effectively, everyone needs to adjust their day-to-day practices to prevent the transmission of COVID-19.

Essential service providers have already adopted enhanced procedures that are being implemented in our grocery and retail sector. This document provides additional guidance that supports these efforts:

- Signage should be visible at entrance that states that customers should not enter the building if they are exhibiting signs of COVID -19 (fever, cough, headache, sore throat, runny nose)
- Limit customers inside the building to a safe number that supports the size of the facility and accommodates physical distancing of 2 meters or 6 feet. (Staff working on-site, should be included in this number.)
 - One person per 2 meters squared (4 square meters) of available retail floor space may be used as a guide to help calculate the maximum number of people that can be in the store at one time
 - If a maximum number is determined, consider having signage posted explaining the maximum numbers that the facility can accommodate in order to meet the physical distancing of 2 meters or 6 feet.
 - Consider designating a person(s) to count customers to ensure the number of customers entering, does not exceed the number exiting.
- If possible, place alcohol-based hand sanitizer in dispensers near doors, pay stations and other high-touch locations for customers. Consider making wipes and trash bins available for wiping carts and disposing of wipes.
- Clean and disinfect high-touch areas such as pay stations, bagging areas, carts and hand baskets between each customer. <https://www2.gnb.ca/content/dam/gnb/Departments/h-s/pdf/CDCOVIDE.pdf>
- Use physical line control measures at entrances to accommodate line-ups and to discourage cohorts of people waiting to get in.
- Place markers such as tape or cones to provide a visual reference of 2 meters or 6 feet for customers to follow.
- Ensure washrooms are fully stocked at all times with liquid soap (does not have to be antibacterial), paper towels and warm running water. Electric hand dryers are another option for drying hands.
- Provide clean carry-out bags for food and grocery products. Customers should not place their own containers or re-useable bags on the belt and should bag their own groceries.
- Encourage the use of tap or credit card payments as opposed to cash. Limit the handling of credit cards and loyalty cards whenever possible by allowing customers to scan. Where cash must be used, employees should wash their hands frequently and/or use gloves that should be replaced frequently.
- A physical barrier, such as plexiglass is recommended between cashiers and customers, especially where 2 meters or 6 feet is not feasible.

- All staff should practice frequent handwashing, coughing or sneezing into an elbow and avoid touch their face. If gloves are being used by staff, proper handwashing is required before and after use. Do not touch your face with gloves.
- For short periods of time when physical distancing is not possible in public settings, wearing a non-medical mask is one way to protect those around you.
- Wearing a non-medical mask (e.g., homemade cloth mask) in the community has not been proven to protect the person wearing it. However, the use of a non-medical mask or facial covering can be an additional measure that staff can take to protect others around them.
- Ensure that staff with cold, Influenza or COVID-19 like symptoms remain at home, self isolate and call 811 for advice.
- Consider a designated time for elderly people, customers with disabilities who may require assistance or customers with compromised immune systems to shop prior to the general public. This time should be after a thorough cleaning and disinfection of high-touch surfaces has been completed. <https://www2.gnb.ca/content/dam/gnb/Departments/h-s/pdf/CDCOVIDE.pdf>
- Where possible, offer online or telephone grocery orders for pick-up or delivery.