

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. In order 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:

- 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.

Where necessary, consider designating a person(s) to count customers to ensure the number of customers entering, does not exceed the number exiting.

- Ensure that all staff members adhere to the physical distancing of 2 meters or 6 feet.
- Place hand sanitizer with a minimum 70% alcohol 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. Do not use hand dryers that disperse particles in the air.
- 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.
- Do not sell bulk items, except where gravity fed bins are used or where staff can dispense the items in a sanitary manner for the public. If the public has access to bulk items, suitable cross-contamination measures must be taken.
- 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.
- Advise customers who arrive with cold, Influenza or COVID-19 like symptoms (fever, coughing, to return home, self isolate and call 811 for advice and opt for a delivery service if provided. If possible, a screening staff should be at the entrance.
- Ensure that staff with cold, Influenza or COVID-19 like symptoms (fever, coughing,), 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.