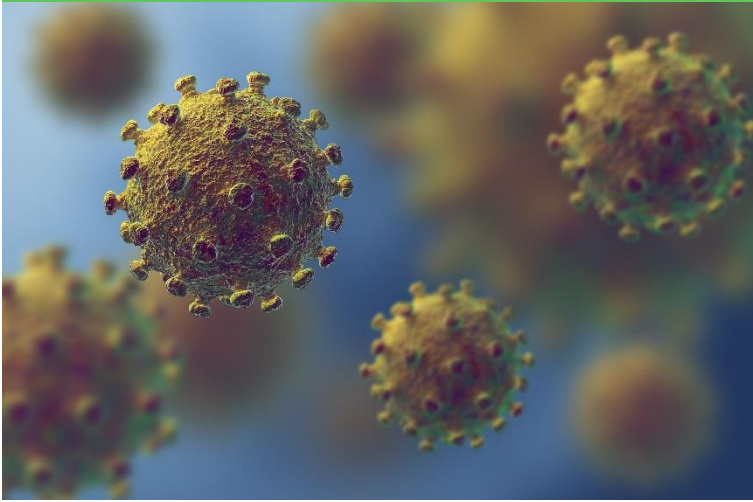


Renfrew County and  
District Health Unit

# FACT SHEET

## COVID-19 Guidance for Retail Stores



### What is COVID-19?

The Novel Coronavirus (COVID-19) is known to cause infection in the respiratory system. Those who are infected with COVID-19 may have little to no symptoms or may not know they have symptoms because they are similar to a cold or flu. Symptoms include fever, cough, difficulty breathing and pneumonia, and may take up to 14 days to appear after exposure to COVID-19. For more information visit the Renfrew County and District Health Unit (RCDHU) [website](#).

COVID-19 is most commonly spread person-to-person, from an infected person through:

- Respiratory droplets generated when an infected person coughs or sneezes.
- Close, prolonged personal contact, such as touching or shaking hands.
- Touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands. There is evidence to suggest that, in the right conditions, COVID-19 could survive on surfaces for several days.

### Reducing the spread:

To encourage these precautions, please put up appropriate signage that addresses the following topics:

- Handwashing
- Hand sanitizing
- Cough etiquette and other precautions
- Practicing physical (social) distancing

Resources: [RCDHU](#)

[Public Health Agency of Canada](#)



Visit our website at [www.rcdhu.com](http://www.rcdhu.com)

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## Recommendations for Retail Stores – including Grocery Stores and Pharmacies:

RCDHU is recommending that all stores that remain open should take the following actions:

### **Support and encourage behaviours**

To reduce the spread of germs, RCDHU recommends that everyone:

- Wash their hands often with soap and water, or use hand sanitizer
- Avoid touching their eyes, nose, and mouth unless they have just cleaned their hands
- Cover their cough and sneeze with a tissue or into their arm, not their hand
- Stay home if they are sick
- Avoid visiting people in hospitals or long-term care centres if they are sick
- Practice social distancing (2 metres or 6 feet apart)

### **Ensure Physical (Social) Distancing**

The practice of physical distancing promotes everyone keeping a 2 metre (6 feet) distance from each other. In order to ensure social distancing, the following steps should be taken:

- Increase the space between employees and patrons at counters by using screens or barriers.
- Limit the number of occupants, including staff, in the store to allow for the maintenance of a 2 metre (6 foot) social distance.
  - Ensure line management practices that requires 2 meters (6 feet) social distancing for any patrons waiting outside to enter the store.

- Consider placing markers on the floor at check-out aisles to ensure customers maintain a 2 metre (6 foot) distance from one another.
- Close any seated, dine-in area that may be in the store.
- No sampling product stations should be permitted.

### **Consider vulnerable populations**

- Some businesses have begun a practice where they have dedicated the first hour of operation for customers from vulnerable populations, for customers over 65, or for those with a compromised immune system.
- Other practices for consideration include offering a pre-order/pick-up/delivery model to limit interactions. RCDHU has [guidelines](#) for these measures on our website.

### **Take extra precautions to clean and disinfect surfaces as often as possible**

RCDHU recommends that grocery stores complete the following enhanced cleaning practices to support infection prevention and control, as COVID-19 is spread by droplets:

- Remember to clean surfaces first, then disinfect them.
- Consider disinfecting shopping carts as frequently as possible.
- Ensure an adequate supply of water, soap, paper towels for cleaning and disinfectants for sanitizing.
- Use only disinfectants that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms it is approved for use in Canada.

- Clean and disinfect high-touch surfaces at a minimum of twice a day (doorknobs, hand railing, light switches, etc.) and/or as they become visibly soiled.
- Use an appropriate cleaner and disinfectant, as per manufacturer's instructions.
- Remove items that are hard to clean and disinfect.

For more information on cleaning and disinfecting, please consult the Public Health Ontario [guidelines](#) for cleaning and disinfecting non-healthcare settings. Health Canada has a list of approved [disinfectants](#); always follow manufacturers recommendations for use.

**Provide patrons access to hand hygiene stations and supplies**

- Ensure that patrons have easy access to handwashing stations, hand sanitizer and washrooms.
- Encourage patrons to wash their hands properly and frequently.

**Transactions**

- If possible, encourage patrons to pay by debit or credit card (tap if possible) and have staff wipe the machine and use hand sanitizer immediately after each interaction.
- Staff may choose to wear gloves. If they do so, they should practice proper glove use (see below).
- All cashiers should have hand sanitizer at their cashes, if possible.

**Practice proper glove use**

- Gloves are not a substitute for proper hand hygiene, as they do not guarantee that food or surface are not contaminated. Gloves should always be worn when a staff member has a break in their skin or has a bandage that is covering a wound. In the event you are wearing gloves, do so properly.
- Gloves must be used in combination with handwashing.
- Hands should always be washed and/or sanitized prior to putting on gloves and after taking gloves off.
- Change gloves whenever you change an activity, touch your face, or come into contact with an item that may have germs.
- Gloves should be thrown out and not used again once they have been taken off.

**Supporting each other and our community**

We understand that this is a challenging time, but measures like this are needed to ensure that the spread of COVID-19 in our community is limited. We thank you for the service that you provide to our community.

**Renfrew County and District Health Unit**

613-732-3629 or  
1-800-267-1097

Adapted from Ottawa Public Health

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