



BEST PRACTICE PROTOCOLS FOR LARGER RETAIL OUTLETS

Public Health Ontario Recommendations

[Cleaning and Disinfection for Public Settings](#) - Public Health Ontario

1. Limiting capacity / max customer count based on square footage of the store. A crowd / sanitation coordinator should be in place at the entrance of stores during all opening hours ensuring that capacity is followed, that carts, baskets, door handles, etc. are sanitized regularly
2. Plexiglass screens are recommended at registers, with optional use of face masks, face shields and gloves
3. Directional arrows in aisles; crowd control person informing customers on entry to please respect the protocols in place. In addition, if automatic radio / PA system announcement systems are available, they could intermittently broadcast the safety measures in place.
4. Cleaning logs should be in place for employees and they should adhere to the sanitizing schedule on all common surfaces / areas such our washroom, lunchroom, office, stock room door handles, etc.
5. Scheduling an hour of opening for seniors and customers that are immune compromised or have health concerns, is also recommended.
6. Hand sanitizer should be available for customers and cashiers; also provided for vendors and service providers in shipping/receiving areas.

What should I do if I think I have the virus?

If you develop symptoms of the 2019 novel coronavirus, call Telehealth Ontario for medical advice at 1-866-797-0000 or contact your local public health unit. Be sure to mention your symptoms and your travel history, including the countries you visited. Don't know your local public health unit phone number? Call 211 for the number.

Resources to help you cope with stress, call 211, Toll-Free: 1-877-330-3213, TTY: 1-888-340-1001

If this is an emergency, call: 9-1-1