

Measures for Reopening your Retail Operations

Finally, you can re-open your public facing operations. But because the risks are still there, it is important to implement appropriate public health measures and to adjust your operations to prevent and reduce the spread of COVID-19 amongst employees and customers. Below is advice for restarting retail operations.

Before Opening

- Determine, beforehand the number of customers able to enter in your premises to maintain social distancing, which implies limiting the number of people admitted to only a few at a time.
- Determine the security practices that you will implement for the delivery and reception of your products.
- Be sure to communicate your instructions to all of your employees, suppliers and delivery people.
- Reschedule unnecessary visits to the workplace by supply chain partners, vendors, delivery people or others who do not need to be there now.
- **Outside**, install a station to allow customers to wash and dry their hands if you can. Don't forget to include a large garbage can. If hand washing is not possible, install a station with appropriate hand sanitizer.
- Make sure you assign staff to supply the washing station with soap, hand sanitizer and paper towels.
- In the parking lot, plan to mark the ground to indicate the distances and routes to follow to control customers.
- Plan to use a [daily checklist](#) to verify the health of your workers.
- Prepare, based on your operations, a daily checklist to verify the security of your retail space.

COVID-19 symptoms - DO NOT FORGET: It is your responsibility to identify and exclude employees or customers with COVID-19 symptoms.

- Screen workers regularly for health issues. If anyone develops symptoms of COVID-19, implement procedures for reporting the illness and keeping the worker away from others (**see section Warning – page 3 of the CPA Guide – Best practices during COVID-19**)
- Train staff on their role, responsibility and health and safety rights.
- Train staff who will interact with customers so that they can share with them your instructions to maintain social distancing and the cleaning procedures you offer.
- Train staff on how to exclude customers who may have symptoms and on available alternatives (online shopping or phone order, sending someone else to make the purchase, etc.)
- Post your hygiene measures on your door – using [this model](#) for example.
- Make sure that a member of your staff will be assigned to supervise clients when they arrive.
- **Inside**, predetermine the flow of customers by organizing one-way aisles either by placing arrows on the floor or by placing posters to this effect.
- Review your sanitation procedures and increase their frequency, especially for high touch surfaces and public areas and washrooms open to the public.
- Train staff on new sanitation procedures and frequency.

- If you have items you know customers are likely to touch, think about offering gloves to customers before they enter the store or ensure you will have staff dedicated to the sanitation of surfaces.
- Assign and train staff to ensure customers are following physical distancing protocols in areas likely to be congested (for example: check-out or delivery areas)

Interaction with Customers

- Closely monitor the behavior of customers waiting for permission to enter. If necessary, intervene to ensure they respect social distancing - 2 m [6']
- Ensure and enforce distance between workers too. Where possible, avoid multiple workers doing the same task in close proximity.
- Within the sales area, ensure physical distancing (staying 2 metres apart) between customers and sales people.
- Require that your salespeople wear gloves – this will help remind them not to shake hands with a customer upon closing a sale.
- Train your salespeople to pay particular attention to the sanitization of customers' frequently touched surfaces.
- If necessary, erect barriers between staff and customers such as lines on the ground.
- Provide hand sanitizer, sanitizing wipes or gloves if a customer is planning to touch the surface of a product.
- Install garbage receptacles for customers to dispose of used sanitizing wipes and other items in several locations.

Check-out Operations

- Provide a garbage receptacle for the disposal of used sanitizing wipes and other items at the check-out and at the exit.
- If you can, install a plexiglass barrier with a passage hole for item exchange or payment.
- Plan floor markings to show appropriate distances at check-out.
- Minimize staff and customer interaction using tap debit or credit without needing to touch the card.
- Ask before offering the receipt. If you know the customer and you have the email, offer to send bills and information electronically.
- Disinfect payment terminals / POS devices after each customer, including PIN pads and cash drawers.
- Do not let customers bring their reusable bags to prevent them from being handled by your staff.

Measures for Online Customer Response

- Consider contacting your regular customers to offer online or over the phone pre-ordering for pick-up to reduce the requirement for customers to enter your workspaces and sales floors.
- If you offer home delivery, ask your customer to pay in advance electronically or by credit card.
- Maintain physical distance during delivery.
- If customers are offered the pick up of merchandise purchased online, ask them to pay in advance electronically or by credit card.
- Maintain physical distance during pick up.

Some examples of PPE that may be suited to staff work requirements:

- Gloves – The use of disposable gloves can protect employees from contact with surfaces, product and equipment. Have practices set up for suitable disposal of the gloves and train employees on when gloves should be changed (tears, dirt, or contaminated). Before implementing gloves, examine work requirements to ensure gloves will not add dexterity or grip problems or place employees at risk of snagging with moving parts or equipment.
- Goggles or Face Shields – These should be assigned to individuals and not shared. This equipment can be reused regularly if sanitized between use. Identify if goggles become difficult to use or impede vision. Use of face shields may be a better fit for some tasks.

Train everyone on how to keep their work surfaces, order screens, debit machines, cash registers, and equipment clean.

Keep up to date with best practices. Check public federal and provincial health updates for added measures if new controls are identified.

Re-evaluate

COVID 19 has presented all of us with challenges we have never seen before. It's important to consider that any of the adjustments you are making today may need further adjustment tomorrow. It is recommended that you revise your preventative measures on an ongoing basis and adjust them if they are not working well enough or causing other issues at work.

Bottom line? Plan to make regular check-ins part of your COVID 19 prevention plans. This will allow you to minimize risks and be able to continue offer your products and services.