
Guidelines for Retailers – In Store Service

Retailers that are once again serving the public have a responsibility to ensure that their workplaces operate in a way that minimizes risk for workers, customers and the community. To prevent the spread of COVID-19, businesses must implement safety measures as set out by the Eastern Ontario Health Unit.



Crowd Control:

- ✓ Businesses must control the number of people in a store at any one time, and the flow of customers within the store.
- ✓ Monitor the number of customers and staff entering and leaving the store. Once the maximum number of persons for a store is reached, allow one person in for every person that leaves. Separate incoming and outgoing customer flows if possible.
- ✓ Design a shopping flow for the store. Aisle should be one-way with directions marked on the floor.
- ✓ Encourage customers to always maintain appropriate physical distance (2 metres) with signs and floor decals.
- ✓ Pay attention to crowd control outside of the store as well. If customers must line up to get in, place signage/markings on the sidewalk to encourage physical distancing.

Calculating the Maximum Number of People in a Store:

- ✓ It is challenging to calculate the number of people that can be in a store while practicing physical distancing. Stores should **have 4 square metres (43 square feet) per person** of unencumbered retail floor space. This unencumbered space would be the retail floor space minus floor space used for fittings, displays, etc. (do not simply use the total leasable area).
- ✓ Take, for example, a store with 200 square metres of retail floor space and 60 square metres of displays:
 - The store has 200 square metres – 60 square metres = 140 square metres of unencumbered floor space for customers.
 - Maximum number of people allowed in the store to support physical distancing would be: (140sq metres/4) = 35 people.
 - Using the same example as above, but using feet instead of metres, a store has 2153 sq. ft retail floor space with 646 sq. ft of fittings/displays. The store has 2153 sq. ft – 646 sq. ft = 1507 sq. ft of unencumbered floor space for customers. Using 43 sq. ft of unencumbered floor space per person, the maximum number of people allowed in the store to support physical distancing would be: 1507 sq. ft/43 sq. ft = 35 people.

Clean, Protect and Disinfect:

- ✓ Install a clear barrier (ex. plexiglass) at cash areas or customer service counters.
- ✓ Employees should wear a mask when dealing directly with customers within 2 metres – if there is no physical barrier in place.
- ✓ Employees should sanitize their hands after servicing each customer.
- ✓ Shopping carts and baskets should be sanitized between customers.
- ✓ Provide hand sanitizing stations for customers at the store entrance.
- ✓ Regularly disinfect high traffic areas such as door handles, change rooms, display cases, point of sales pads, etc.

Screen and Train your Employees:

- ✓ At the beginning of each shift:
 - Screen employees for COVID-19 symptoms
 - Employees who are sick or who have any COVID-19 symptoms must be sent home immediately.
- ✓ Train staff on proper hand washing techniques and other safety protocols.

Implement Other Measures:

- ✓ Consider asking customers to wear masks.
- ✓ Remove all loose items from the counter area such as: straws, napkins, and businesses cards and have them dispensed by staff.
- ✓ Do not allow staff to handle multiple use shopping bags or similar items.

The above guidelines are provided for information purposes only. Information can change daily. More detailed recommendations and rules can be found on the Eastern Ontario Health Unit's website at www.EOHU.ca. For specific questions about workplace guidelines call the EOHU Duty Desk at 1-800-267-7120. Additional information can also be found on the Province of Ontario's website at: www.Ontario.ca.