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Building *Nunavut* Together
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Guidance for Retailers

Essential retailers are providing critical services in their communities by ensuring safe and reliable access to food, supplies and other provisions. During the COVID-19 pandemic, it is important for these retailers to implement appropriate public health measures and to adjust their operations to prevent and reduce the spread of COVID-19 amongst their employees and customers. Below is advice for essential retailers, such as grocers

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- **Provide frequent communication to customers:**
    - o Display signs promoting public health measures such as physical distancing, respiratory etiquette, staying homer if you are unwell and hand hygiene in visible areas.
    - o Encourage the use of non-medical masks or face coverings for employees and customers in situations where physical distancing cannot be maintained;

- **Develop and/or enhance your retail's environmental cleaning procedures and protocols:**
    - o Increase the frequency of cleaning and disinfecting of high-touch surfaces such as shopping carts/basket handles, cash registers, surface counters, customer service counters;
        - ▪ Consider assigning a dedicated employee for every shift to clean and disinfect shopping carts and baskets between customers;
    - o Choose products that clean and disinfect all at once (e.g. premixed commercially available disinfectant cleaning solutions and/or wipes when available); and
    - o Use only approved hard-surface disinfectants that have a Drug Identification Number (DIN).   This includes bleach. Use bleach in a well-ventilated area and never mix with other chemical products. To prepare diluted bleach for a solution to disinfect high-touch hard surfaces, do so according to instructions on the label or in a ratio of:
        - ▪ 250 mL (1 cup) of water per 5 mL (1 teaspoon) bleach,
          or
        - ▪ 1 litre of water (4 cups) per 20 mL (4 teaspoons) bleach

- **Ensure that equipment and supplies are available for employees and customers:**
    - o Place alcohol-based hand sanitizer, with a minimum of 60% alcohol, near high traffic areas (e.g., entrance and exit doors) and near high-touch surfaces (e.g., pay stations);
    - o Ensure that staff and public washrooms are always well stocked with liquid soap and paper towels;
    - o Ensure that cleaning and disinfecting products are readily available for staff to use, including plastic-lined waste containers and hand hygiene products

- **Advise customers not to touch items/goods that they will not be purchasing;**

- **Post signs at the entrance and at each checkout counters indicating no customer packaging (e.g., containers, reusable bags, or boxes) are to be brought in or used or placed on checkout counters;**

- **Encourage tap payment over pin pad use and money exchange, if possible.**

- **Limit the handling of credit cards and loyalty cards wherever possible, by allowing customers to scan.**

- **Offer dedicated shopping hours for seniors and other vulnerable people, such as the first hour of operation of the day, immediately after the store has been cleaned and disinfected.**

- **Modify infrastructure to enhance social/physical distancing by 2 metres:**
  - Determine maximum number of persons allowed in the store at any one time to maintain physical distancing between staff and customers.
  - A good rule of thumb when calculating is one person per 2 metres squared or 4 square meters of retail floor space

- **Display clear signs in multiple locations that indicate the maximum number of customers and staff a store can accommodate at any one time.**

- **Consider monitoring the number of customers entering and leaving the store.**

- **Install physical barriers such as Plexiglas at check out or other service counters to create a barrier between the employees and customers.**

- **Place markers such as tape or cones every 2 metres to provide customers with visible queues.**

- **Establish one-way directional flow in aisles, if possible, if aisles are particularly narrow.**

For the latest COVID-19 information and GN Departments updates in all languages:
https://www.gov.nu.ca/health ; https://www.gov.nu.ca

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