

Enclosed Public Places & Commercial Environments

August 4, 2020

For updated information about COVID-19, visit hpePublicHealth.ca.

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 personal contact, such as being within 2 metres (6 feet) for 15 minutes or longer; and
- 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 from several hours up to 3 days, depending on the surface material.

In accordance with the regulations made under the [Reopening Ontario \(A Flexible Response to COVID-19\) Act, 2020](#), Hastings Prince Edward Public Health (HPEPH) requires additional prevention measures in businesses and places that are permitted to be open, to reduce the risk of spreading COVID-19.

Requirements for Ill Staff and Customers

- Staff who are ill must stay away from work as advised by HPEPH, whether or not they have COVID-19 symptoms.
- Staff who are ill with COVID-19 like symptoms must call HPEPH immediately at 1-800-267-2803 or 613-966-5500 for a COVID-19 assessment.
- For questions on home isolation or COVID-19, please visit hpePublicHealth.ca.
- Customers who are ill should not be permitted to enter the premises (see above).

Requirements for Handwashing, Single-Use Gloves, and Personal Face Coverings

- [Proper handwashing](#) is the best method to help reduce the spread of COVID-19.
- Increased handwashing by staff: staff must wash hands often with soap and water for at least 20 seconds. Non-food handlers can [use alcohol-based hand sanitizer](#) if their hands aren't visibly soiled.
- Staff must avoid touching their eyes, nose, and mouth.
- Staff must cough or sneeze into their sleeve or arm, then immediately wash their hands.
- If glove use is chosen, gloves must be changed every hour, or more often as necessary, and hands are to be washed and/or sanitized before putting on new gloves.

- Follow current instructions on face coverings issued by the Acting/Medical Officer of Health for Hastings Prince Edward Public Health, available at hpePublicHealth.ca.

Physical Distancing Precautions

- Maintain [physical distancing](#) of 2 metres (6 feet) between people within the store (e.g. line up at the cash by placing tape on the floor 2 metres (6 feet) apart, one-way direction in the aisles, plexiglass barrier guards at registers, etc.).
- Limit the number of people within the facility. Monitor entry/exit by designating/assigning crowd control staff for each shift. Note: the Province of Ontario recommends a maximum density for retail settings of 1 customer per 4 square metres (43 square feet).
- Continuously monitor and take steps to prevent crowding (e.g. placing tape/markings on the floor 2 metres (6 feet) apart, post signage, one-way direction in the aisles, physical barriers (e.g. plexiglass dividers, etc.).
- Place physical distancing [signs](#) around the facility, particularly in high traffic areas.
- Place physical distance reminders throughout the facility as to what 2 metres (6 feet) looks like (e.g. tape, markers, pylons etc.).

Facility Operations

- Post [Attention Visitors!](#) signs ([French version](#)) at all public and staff entrances directing those who are sick not to enter.
- Provide portable handwashing stations or hand sanitizer at the entrance of the facility.
- Where available, provide frequent reminders over the PA system to patrons and employees regarding physical distancing (2 metres/6 feet apart) and any other key messaging (e.g. sanitize hands at entrance, stay home if feeling ill, no gathering/crowding in one area, ensure 2 metres/6 feet apart in line-ups, etc.).
- Consider designating the first hour of opening to vulnerable populations (e.g. seniors).
- Product returns should be set aside for 72 hours before being returned to the shelves.
- Have designated roles and responsibilities for employees. Avoid having multiple employees doing the same task within the same space.
- Consider staggering shifts and break times and rotating work activities/tasks.

Cleaning and Disinfection Requirements

- If needed, limit store hours to ensure proper [cleaning and disinfection](#) of all areas of the facility.
- Clean and disinfect debit machines after each customer. Consider contactless payment options only (e.g. debit/credit or e-transfer).

- Clean and disinfect high-touch surfaces and equipment frequently (e.g. handles on doors, carts, conveyor belts at cash, touch screen surfaces, counters, carts, baskets, etc.).
- Washrooms provided for employees and customers should be frequently cleaned and disinfected (including garbage removal). Facilities must be cleaned and disinfected as is necessary to maintain a sanitary condition.

Additional Requirements for Bars and Restaurants

- Effective July 31, 2020, provincial regulations specify that patrons must be seated at all times in any area of the establishment in which food or drink is permitted except,
 - i. while entering the area and while moving to their table,
 - ii. while placing or picking up an order,
 - iii. while paying for an order,
 - iv. while exiting the area,
 - v. while going to or returning from a washroom,
 - vi. while lining up to do anything described in subparagraphs i to v, or
 - vii. where necessary for the purposes of health and safety.
- Effective August 7, 2020, provincial regulations specify that the person responsible for the establishment must,
 - i. record the name and contact information of every patron who enters an indoor or outdoor dining area in the establishment, other than patrons who temporarily enter the area to place, pick up or pay for a takeout order,
 - ii. maintain the records for a period of at least one month, and
 - iii. only disclose the records to a medical officer of health or an inspector under the Health Protection and Promotion Act (HPPA) on request for a purpose specified in section 2 of that HPPA or as otherwise required by law.

Compliance and Enforcement

Non-compliance with these requirements may result in warnings, charges and fines under the Reopening Ontario (A Flexible Response to COVID-19) Act, 2020. Penalties may be up to \$100,000 per person (per day), one year in jail, up to \$500,000 for the officer or director of a corporation, or up to \$10,000,000 for a corporation.

Adapted with permission from Durham Region Health Department.