MARCH 25, 2020 - COVID-19 (Coronavirus) SOP Guidelines Routine Cleaning and Disinfecting Recommendations for Retailers

Food and drug stores are a critical part of our society and are called to play an essential role, ensuring that all Canadians have the food and essentials they need during these extraordinary times. Thus, keeping our customers and employees safe and healthy is of great importance.

This document provides guidance on routine cleaning and disinfecting of retail store operations in the context of the current outbreak of COVID-19. See "RCC Retail Summary Protocol COVID-19 Impacted Employees" for guidance in that event.

Routine Cleaning and Disinfecting of Retail Stores (SOP)

General:

It is recommended that you both clean *and* disinfect store surfaces.

Cleaning products remove germs, dirt, and impurities from surfaces by using soap (or detergent) and water. Cleaning does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection. Hard surfaces should be cleaned using regular surface cleaning products or soap and water prior to disinfection.

Disinfecting products (store-bought disinfectant solutions and/or sprays) kill germs on surfaces using chemicals.

Read and follow manufacturer's instructions for safe use of cleaning and disinfection products (e.g. wear gloves, use in well-ventilated area, allow enough contact time for disinfectant to kill germs based on the product being used).

For soft or porous surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. Launder items where possible in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.

When necessary (e.g. changing gloves, coughing, sneezing, etc.), wash hands for 20 seconds with soap and warm water. Utilize hand sanitizer if cannot handwash immediately.

Frequency:

Store Environment: Daily at a minimum. Consideration should be given to more frequent cleaning (e.g. every 4 hours) depending on individual circumstances such as high consumer volume and large number of employees.

High Touch Areas: As frequently as possible. Examples include touch screens, door handles, registers and shopping carts. See "High Touch Checklist" below.

As always, it is recommended that surfaces that are visibly dirty be cleaned and disinfected immediately.

Recommended Products:

Commonly used cleaners and disinfectants are effective against COVID-19, or a diluted bleach prepared according to the instructions on the label or in a ratio of:

- o   1 teaspoon (5 mL) per cup (250 mL) or
- o   4 teaspoons (20 mL) per litre (1000 mL)
- o   assuming bleach is 5 % sodium hypochlorite, to give a 0.1 % sodium hypochlorite solution

The Public Health Agency of Canada's has published a [list of hard-surface disinfectants for use against coronavirus (COVID-19)](#) for recommended cleaning products.

"High Touch" Area Checklist – As Frequently as Possible

- ☐   *Check-out touch screens and payment pads
- ☐   *Shopping carts and baskets

* Consider providing disposable wipes, touchless garbage disposals and signage for consumers as well as staff.

As frequently as possible:

- ☐   Entries and exits
- ☐   Bag dispensers and scales
- ☐   Cooler, freezer and other container handles
- ☐   Reach-in bunker ledges
- ☐   Price Scanners
- ☐   Registers
- ☐   Checkout area
- ☐   Trash receptacle touch points
- ☐   Public washrooms, doorknobs and handles, faucets
- ☐   Staff lunch/break room areas

ADDITIONAL COMMENT

A self- assessment should be done of your individual cashier areas & set-up to include any High Touch surfaces not covered in this checklist.

The following is a general guideline and is intended for information only. All retailers should adapt to their own store environments, focused on the health and safety of their employees and customers. Further guidance may be provided by Public Health Authorities across Canadian jurisdictions.