

# **REQUIREMENTS FOR CUSTOMER ENTRY**

## **Sherkston Supermart**

Related to Coronavirus disease (COVID-19) pandemic  
Updated April 28, 2021

Customers must obey the instructions, both written as well as verbal, given by staff. Failure to comply will result in removal from the premises and denial of future entry.

Customers will also adhere to the Customer Code of Conduct.

Customers must wear a mask or face covering in a manner that covers their mouth, nose and chin as required by the Face Covering By-law.

Maximum Occupancy at any time: As Posted

*We ask that only individual customers enter the store unless absolutely necessary.*

### **Customer Admittance Protocol**

Customers must wait outside the store until allowed to enter. Form one line for access to Sherkston Supermart / LCBO & Beer Store Convenience Outlet.

Customers awaiting entry must maintain a 2m (6.5ft) distance from any other individual.

Customers in self-quarantine, as prescribed by a government agency are not permitted to enter the store.

Customers who answer YES to any one (1) of the ten (10) self-screening questions (as posted) are not permitted to enter the store.

The attendant / cashier on duty will inform customers waiting when they are allowed to enter.

Customers will ring doorbell to alert staff of requested entry when attendant / cashier is not visibly present.

Upon entry, the customer will be instructed to sanitize their hands using the solution available at the hand-sanitation station and to follow traffic-movement signs posted throughout the store.

Upon entry, the customer will follow any further instructions by staff.

When a customer exits the store, the attendant / cashier will use a disinfection spray bottle to spray the handbasket/shopping cart used by the customer.

The attendant / cashier will regularly use a disinfection spray bottle to spray both the interior push bar of the door and surrounding door surface, and the exterior handle of the door and surrounding surfaces as well as any other customer contact points.

## **Customer Admittance Protocol: LCBO/Beer Store Convenience Outlet**

Customers who wish to purchase alcohol only will be brought forward from the customer line when the LCBO/Beer Store Convenience Outlet (LCO) is available.

Customers who wish to purchase alcohol and also shop in the store are required to complete their alcohol purchase first, and will be brought forward from the customer line when the (LCO) is available.

Depending upon progress of the customer line, the customer who has completed their LCO transaction will either be allowed access directly to the store, or returned to their original place in the customer line.

Customers must wait outside the store until allowed to enter. Form one line for access to Sherston Supermart / LCBO & Beer Store Convenience Outlet.

Customers awaiting entry must maintain a 2m (6.5ft) distance from any other individual.

Customers in self-quarantine, as prescribed by a government agency are not permitted to enter the store.

Customers who answer YES to any one (1) of the ten (10) self-screening questions (as posted) are not permitted to enter the store.

The attendant / cashier on duty will inform customers waiting when they are allowed to enter.

Customers will ring doorbell to alert staff of requested entry when attendant / cashier is not visibly present.

Upon entry, the customer will be instructed to sanitize their hands using the solution available at the hand-sanitation station.

## **Customer Check-Out Protocol**

Customer(s) will wait for check-out service while standing directly on one of the markers (X) on the floor.

Customers are not to approach the service counter or to move from markers (X) until instructed to do so.

When the customer has completed their transaction and is exiting the store, the cashier will instruct the next customer in line to remain where they are on their current marker (X) until called forward.

The cashier will sanitize their hands between customer transactions.

The cashier will use a spray bottle or wipes to disinfect the counter(s) and contact points of both the customer and cashier.

The attendant / cashier will disinfect the departing customer's handbasket/ shopping cart.

The cashier will then instruct the next customer in line to move forward for service and remaining customers to move forward one marker (X).

The cashier will process the customer's order.

## **Fresh Foods Service Counter Protocol**

Customers will wait for counter service while standing directly on one of the two markers (X) on the floor.

Customers will be instructed not to approach the service counter or to move off their marker (X) until instructed to do so.

The attendant will take the order of the customer waiting, process the customer's request and place the product(s) on the counter for pick-up.

The customer will be called forward to collect their products.

When the customer has collected their products and is leaving the area, the attendant will instruct the next customer waiting to remain where they are until called forward.

The attendant will use a spray bottle or wipes to disinfect the counter(s) and customers contact points as required.

The attendant will wash their hands at the hand-wash station following regular department protocols.

## **Sales Floor Attendant Protocol**

Sales Floor Attendants are required to maintain a minimum distance of 2m (6.5ft) away from any other individual (customer, employee, visitor) at all times.

If a customer, employee or visitor approaches an area where a Sales Floor Attendant is working, the Sales Floor Attendant will clearly communicate with the other party to determine appropriate movement.

The Sales Floor Attendant will remove themselves from the area maintaining the minimum distance of separation.