

OPERATING PROTOCOLS

Related to Coronavirus disease (COVID-19) pandemic

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1970085 Ontario Inc.

Sherkston Supermart

Customer Admittance Protocol

Customers must wait outside the store until allowed to enter.

Customers awaiting entry to the store 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 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.

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.

Contactless Pick-Up

Customers will have the option to contact the store via telephone to place orders for Contactless Pick-Up.

Credit/Debit Card pre-payment is required.

Orders will be filled and labelled for pick-up.

Pick-up will be facilitated by arrangement of a pick-up time and location.

Contactless Home Delivery

Customers will have the option to contact the store via telephone to place orders for Contactless Delivery.

Priority for the availability of home delivery service will be given to at-risk individuals. (Seniors, those in self-isolation, those with health issues, etc.)

Contactless Home Delivery may not be available to all people at all times.

Credit/Debit Card pre-payment is required. Minimum order restrictions and service charges may apply.

Orders will be filled and labelled for contactless home delivery.

Deliveries will be made between 6pm - 8pm daily.

Deliveries will be facilitated by arrangement of a delivery time and drop-off details.

The Government of Ontario does not permit home delivery of alcohol. (Contactless pick-up is permitted.)

Employee & Visitor Interaction Protocol

Employees & Visitors (delivery personnel, sales representatives, security personnel, Sherkston Shores Resort employees, etc.) will maintain a minimum distance of 2m (6.5ft) away from any other individual (customer, employee, visitor) at all times throughout all locations and departments.

Extra awareness and precautions will be required of employees in work areas where minimum distancing will be challenging.

Employee numbers will be reduced to limit individual encounters during workflow.

Product and service reduction measures have been implemented to streamline regular procedures to limit individual encounters during workflow.

Employees & Visitors Entry Protocol

Employees and Visitors will wait outside the building until allowed entry.

Visitors will be required to Sign In/Out, completing all required information.

Prior to entering the building, employees arriving for the start of their shift will complete a COVID-19 Screening Tool and undergo a temperature check.

Visitors who answer YES to any one (1) of the screening questions are not permitted to enter the store. (See Positive Case or Suspected Exposure section.)

Prior to entering the building, employees will be required to put on prescribed personal protective equipment.

Visitors may be offered personal protective equipment.

Employees and Visitors will be required to sanitize their hands upon entry.

Employees and Visitors will be limited to a maximum of two (2) individuals at a time in the employee area maintaining a distance of 2m (6.5ft) away from any other individual at all times.

Employees are to complete tasks and move through the employee area as efficiently and quickly as possible.

Employee Area Protocol (Start/End Shift, Breaks, Washrooms & Kitchenette)

Employees will place their cell phone in a sealed plastic bag before entering the building, and will not remove their cell phone from the sealed plastic bag before exiting the building. No charging of personal electronic devices is permitted on the premises.

Employees will sanitize their hands before using the employee clock-in/clock-out computer.

The employee area is limited to a maximum occupancy of two (2) individuals while maintaining a distance of 2m (6.5ft) away from any other individual (customer, employee, visitor) at all times.

When re-entering the building after break periods or tasks outside the building, employees will take care to observe employee area occupancy before entering.

Employees are to complete tasks and move through the employee area as efficiently and quickly as possible.

Prescribed personal protective equipment is to be worn at all times while in the building, including in the employees-only area. (Inside the single occupancy employee washroom is excluded from this requirement, provided the door is closed.)

Ventilation fans inside the employee washrooms are to remain on at all times - 24hrs/day.

Kitchenette dishware and cutlery will not be provided until further notice.

Employees will be responsible for providing their own dishware and cutlery for food breaks, as required. All dishware, cutlery and food items must be contained within personal packaging. (i.e. lunch tote/bag, paper/plastic bag, etc.)

Employees are encouraged to limit personal items brought into work. (i.e. purses, bags, clothing, etc.)

While on a break, inside or outside the building, employees will maintain a distance of 2m (6.5ft) away from any other individual. Employees are encouraged to spend break times alone and distanced from other individuals.

Employee Personal Protective Equipment

Employees will wear an APRON covering personal clothing at all times while on duty.

The apron is intended to protect customers, other employees and visitors from contaminants on the individual employee's clothing as well as to protect the individual employee's clothing from being contaminated.

Employees will wear a FACEMASK at all times while on the business premises.

The facemask is intended to protect customers, other employees and visitors from droplets emitted by the individual employee as well as to protect the individual employee from droplets emitted by customers, other employees and visitors.

Employees will wear a FACE SHIELD at all times while on the business premises.

The face shield is intended to further protect customers, other employees and visitors from droplets emitted by the individual employee as well as to protect the individual employee, specifically their eyes, from droplets emitted by customers, other employees and visitors. The face shield is also intended to deter the individual employee from touching their face.

In order to reduce the risk of injury, certain tasks may require an employee to remove their face shield for a limited time. Protocols and training related to specific tasks will be provided.

Disposable gloves will be worn to serve individual customers at the customer's request. As gloves primarily protect the wearer from contaminants contacting their skin and as a result they do little to prevent touch transmission, employees will utilize stringent hand washing and disinfection procedures to prevent touch transmission.

Employee Shared Equipment Protocol

Employees are required to adhere to regular hand washing and regular use of hand sanitizer to reduce the risk of transmission via shared equipment.

Where possible, employees will be required to utilize only one piece of equipment during their shift, and to disinfect that piece of equipment at the end of their shift. (i.e. intercom handset, pencil, pen, clipboard, box cutter, etc.)

Where a piece of equipment must be shared, employees are instructed to disinfect the equipment using disinfecting spray or wipes before returning the equipment to its storage place. (i.e. intercom handset, carts, lift trucks, electronic equipment, etc.)

Potential Positive Case or Suspected Exposure

In the event that an employee, visitor or customer has symptoms that may be related to COVID-19 or is diagnosed with COVID-19 the business will:

Exclude the symptomatic person from the business.

Contact Public Health for guidance.

Follow Public Health direction.

Inform any employees, visitors (or customers) who may have been exposed.

Report to Ministry of Labour and WSIB where applicable.

Further information on this topic may be found in the document: Potential Positive Case or Suspected Exposure Protocol.

Sherkston Café

Customer Admittance Protocol

Customers will line-up and enter through the main doors of the FunPlex (Lobby), proceed one-way, through being served, and exit via the side door in the parking lot near Sherkston Laundry.

Customers must maintain a 2m (6.5ft) distance from any other individual. Distancing markers are provided.

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

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

Upon entry, customers are required to sanitize their hands using the solution available at the hand-sanitation station and to follow the posted traffic-movement signs.

An attendant 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 Order-Taking & Payment

Customers will wait for service while standing directly on one of the distancing markers on the floor.

Customers are not to approach the service counter or to move from their distancing marker until instructed to do so.

When the customer has completed their transaction and is collecting their items, preparing to exit the building, the attendant will instruct the next customer in line to remain where they are on their current distance marker until called forward.

In the event that a customer's order is delayed, the attendant may instruct the customer to wait on a distanced, designated marker and await further instruction.

The attendant 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 will then instruct the next customer in line to move forward for service and remaining customers to move forward one distance marker.

The attendant will process the customer's order.

Sherkston Laundry

Customer Admittance Protocol

Customers awaiting entry to the laundromat 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 business.

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

No Children Under Twelve (12) years of age at any time.

If caregivers must be accompanied by a child, the caregiver will be responsible for ensuring that the child does not touch surfaces and that the child maintains a minimum distance of 2m (6.5ft) from any other person.

Upon entry, customers are required to sanitize their hands using the solution available at the hand-sanitation station.

Touch only those surfaces which are required.

LIMIT OF THREE (3) MACHINES PER CUSTOMER PER VISIT.

No waiting for laundry cycle to finish. Load clothes, start cycle and leave the laundromat.

Please consider taking your clean laundry with you to fold at home, thereby protecting against contact with folding tables or other surfaces and allowing timely access of other customers.

Attach a "MACHINE USED" notice to any machine you have used.

Do not touch or use a machine labeled "MACHINE USED". Once disinfected by an attendant, the label will be removed.

Please do not shake, rustle or otherwise disturb dirty / soiled articles. Place them gently into the washer.

Take all items with you when you leave the laundromat, including between wash & dry cycles. (baskets, bags, detergents, softeners, etc.)

Turn off the lights when you leave to notify cleaning staff for service between customers.

For safety, lights must be turned on when laundromat is in use.

Lights-out during regular hours will indicate to others that the laundromat is available for use.

For safety, lights must be turned on when laundromat is in use.

Laundromat Disinfection Protocol

Employees will monitor the laundromat via CCTV surveillance.

An attendant will use a disinfection spray bottle to spray the folding tables, laundry sink and taps, both the interior and the exterior handle and surrounding area of the entry/exit door.

The employee will use a disinfection spray bottle to spray the door handle and touch points of any machine labelled "Machine Used".

The employee will spray any "Machine Used" signs and return them to the customer pick-up point.

Regular maintenance and cleaning schedule will remain in effect.