

REQUIREMENTS FOR CUSTOMER ENTRY

Sherkston Supermart

Related to Coronavirus disease (COVID-19) pandemic
Updated April 2, 2020

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.

Maximum Occupancy at any time: Three Individual Customers

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

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 products or surfaces and that the child maintains a minimum distance of 2m (6.5ft) from any other person.

Customer Admittance Protocol

Customer will ring doorbell to alert staff of requested entry.

Staff will remain inside the closed doors and ask the customer the following list of questions:

“Have you returned to Canada in the past fourteen days?”

(If YES, the customer will be denied entry and notified that they are required to self-quarantine and to contact the store to order for home delivery.)

“Are you feeling unwell? Fever, cough, cold or flu symptoms?”

(If YES, the customer will be denied entry and notified to contact the store to order for contactless pick-up or home delivery.)

If the customer answers NO, they will be given a “Next Served” number and information handout through the unopened door.

Customers will be instructed to wait in their vehicle (car, truck, golf cart) with a view of the entry door,

or if they are a pedestrian, to wait, one customer per picnic table and maintain a 2m (6.5ft) distance from any other individual.

When a customer exits the store, the cashier will use a disinfection spray bottle to spray the contact points on the handbasket/shopping cart used by the customer. The cashier will 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 surface.

The cashier will then display the number of the next customer who is allowed to enter.

Upon entry, the customer will be asked if they have read and understood the conditions of entry and if they have any questions.

The customer will be instructed to sanitize their hands at the hand sanitation station.

The customer will be offered disposable gloves if they choose to wear them for their own protection.

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 will be instructed 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 using the solution available at the cashier hand wash station.

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

The cashier will then move to disinfect the departing customer's handbasket/shopping cart and both the interior push bar and surrounding area of the exit door and the exterior handle and surrounding area of the entry door.

From behind the Cashier Distance Line, the cashier will then instruct customers in line to move forward one marker (X).

From behind the Cashier Distance Line, the cashier will then instruct the next customer in line to approach and place their items on the service counter and then return to their indicated marker (X) on the floor, keeping their empty handbasket/shopping cart with them while they wait.

While the customer is off-loading their products onto the service counter, the cashier will distance themselves from the customer by going to the front door to display the number of the next customer who is allowed to enter.

The cashier will not return to the cash register until the customer has backed away and returned to their indicated marker on the floor.

The cashier will process the items for payment.

The customer will be called forward to present payment, at which time the cashier will back away from the service counter and wait behind the Cashier Distance Line indicated on the floor.

If the payment is electronic and the cashier acknowledges the payment is approved, the customer will be instructed to collect their purchases and exit the store, leaving their handbasket/shopping cart at the front door for disinfection.

If the payment is cash, the customer will be instructed to place the money on the counter and return to their indicated marker (X) on the floor. The cashier will process the cash transaction leaving the customer's change on the counter for pick-up along with the customer's purchases, at which time the cashier will back away from the service counter and wait behind the Cashier Distance Line indicated on the floor. The customer will be called forward to pick-up their change and purchases and exit the store, leaving their handbasket/shopping cart at the front door for disinfection.

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.

When the customer has collected their order 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 disinfection spray bottle to spray the counter(s) and contact points of both the customer and attendant.

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

The attendant will take the order of the next 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 order, at which time the attendant will back away from the service counter and wait behind the Fresh Foods Counter Attendant Distance Line indicated on the floor.

Sales Floor Attendant Protocols

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.

