

Standard Operating Procedure (SOP)

COVID-19 Incident Reporting Checklist

Recommendations for Retailers

Date: UPDATED May 5, 2020

Contact: jmclinton@retailcouncil.org

Authored by: Jason McLinton, VP Grocery Division and Regulatory Affairs, Retail Council of Canada

PURPOSE

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

This document is intended to provide general guidelines on managing an incident of an identified case of COVID-19 for a colleague or customer at your location. This document should be used in conjunction with any guidance that may have been provided by your provincial Ministry of Health and/or regulatory body.

INCIDENT REPORTING CHECKLIST

- Remain calm, maintain physical distancing of 2 metres at all times and avoid touching your face with unwashed hands.
- Recommend the individual immediately returns home and contacts their Public Health Unit (PHU). Only if returning home is not possible, offer the individual a designated quarantine room for privacy and comfort while he/she contacts PHU.
- If in a quarantine room, the individual should:
 - Wash their hands for 20 seconds with soap and water or use an alcohol-based hand sanitizer;
 - Avoid further customer and colleague interaction;
 - Wear a face covering if available; and
 - Leave as soon as it is safe to do so.
- Wash your hands for 20 seconds with soap and water.
- Notify your Store Manager/Designate.

-
- Store Manager/Designate to contact PHU and follow their guidance.
 - Store Manager/Designate to contact the following as applicable for further direction:
 - Occupational Health Nurse
 - District Manager
 - Human Resources Business Partner
 - Food Safety Manager
 - Determine the areas of the operation in which the colleague/employee/customer worked and/or had presence (i.e. quarantine room, department, offices, lunchrooms, etc.)
 - If during operating hours, temporarily restrict access to the areas/departments in which the colleague/employee/customer worked and/or was present in order to complete a deep clean and disinfection including high touch areas.
 - With the assistance of Operations/Food Safety/Medical Team assess the specific implications of contact with different product types such as Meat /Seafood, Deli/HMR, Bakery and Produce as well as possible grocery to provide direction on product handling or possible disposal if appropriate.
 - For employees, print the individual's schedule for the last week to ensure you know areas that need to be cleaned and sanitized, in accordance with Sanitization Checklist/SOP, and confirm completion.
 - Conduct appropriate internal notification of impacted team members, in accordance with privacy guidelines.
 - Using the Sanitization Checklist and other established deep cleaning protocols identified in existing department deep cleaning SOP, deploy protocols within the work area(s) of the colleague/employee and other areas such as the lunchroom. This will include sanitizing all surfaces, department equipment (i.e. deli slicer), and work tools & equipment (e.g. handheld devices, chair arms, phone cords / buttons, door handles, light switches, handwashing sink, bathroom sink, toilet and toilet handles, faucets, outside of paper towel dispenser, etc.).
 - Communicate to all store colleagues/employees that a complete deep clean and disinfection has occurred and that recommendations of the Food Safety team have been followed in doing all that is reasonable for the safety of our colleagues/employees and customers.

- Comply with other recommendations that may be made by the PHU.

- All public disclosure is to be done in accordance with the PHU advisement.

This document 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.