

STB COVID-19 OPERATING POLICY

PHYSICAL DISTANCING

Retail Front:

- Make sure signs are visible to customers and staff and maintain physical distance as they read them.
 - o Entrance: number of customers we can accommodate inside at a time
 - o Remind customers that if they exhibit any signs of flu like symptoms to return home
- Allow only one customer (or customer and companions i.e. children) at check out at a time.
 - o Use 2nd cash register if needed (ask customer to place their purchases on the trolley for check out).
 - o For 2nd check out, place credit card machine on trolley and encourage customer to tap if possible, and step back from customer when use card readers.
- Encourage customers to place orders online or by telephone ahead of time so quick pick up and minimize physical contact between people.
- Monitor the number of customers inside and outside of the store regularly.

Back of the House:

- Limit to one person having lunch at a time.
- Place small rack at the end of the counter so that front house staff can easily access to the trays for packaging.
- Packaging counter should be away from the kitchen if possible.
- Limit to maximum 2 people working at a time in the kitchen.
- Limit to maximum 1 person in the computer/backroom at a time.

MAXIMUM NUMBER OF PEOPLE ALLOW IN THE ENTIRE STORE IS 8 (WHILE PRACTICING SOCIAL DISTANCING – this include customers and staff).

SANITATION AND HYGIENE

Retail Front:

- Wash hands before starting each shift.
- Using Clorox or bleach solution, wipe down counters, display cases, walls, cash registers, credit card readers, plexiglass barriers, door handles, window bench
- Sanitation station for customers:
 - o Clean and stock up at the beginning of each shift;
 - o Stock up hand sanitizer and gloves;
 - o Make sure sign is visible;
 - o Make sure trash bin is available to disposing used gloves and paper towel;
 - o Throughout the day, monitor the station regularly.
- Sanitation for staff:
 - o Wipe down hand sink area, large sink area, working counters;
 - o Stock up hand sanitizer, soap, and paper towel.
- Clean and disinfect high-touch surfaces such as cash counter, bagging area and hand baskets (ideally between each customer and use).
- Post signs advising customer who arrive with cold and flu symptoms us to come back and visit us another day.
- Wash hand between each cash handling (use hand cream whenever possible to prevent dry skin.)

Back of the House:

- Wash hands before starting each shift.
- Wear CLEAN masks (personalized or disposable). Throughout the day, change masks when necessary.

- Clean all counters with Clorox or bleach solution (kitchen work counters, lunch counter, packaging counters) at the beginning of each shift.
- Using Clorox or bleach solution wipe down fridge, coffee machine cabinet covers, window bench, door panels, door knobs and back door-door handles inside and outside).
- Clean lunch counter after each use.
- Stock up soap, hand sanitizer and paper towel at each hand sink station (including kitchen and washroom).
- Use gloves whenever possible (remember to wash hands before putting on gloves).
- Clean and sanitize between each task if possible (i.e. between bonbons and solids/3Ds).

IMPORTANT NOTE:

To all staff (and customers)

- Anyone with cold, influenza, or COVID-19 like symptoms such as sore throat, fever, sneezing and coughing should stay home.
- While at work, please report any symptoms mentioned above to the supervisor.
- If supervisors notice that anyone exhibiting any symptoms mentioned above, they are authorized to send the staff person home.
- Any staff member that has been in contact with someone who is tested or have been tested for positive for COVID-19 must notify management and stay at home.
- Any staff member that has been in contact with someone who has recently been outside of the province (including international travel, high affected region i.e. Quebec and Ontario) must notify management and must self-isolate for 14 days before returning to work.
- Please self-monitor for symptoms of respiratory illness including cough, sneeze, fever, sore throat or difficulty breathing. If you are sick, you must stay home.

Masks and Disposable gloves:

- Masks provide a protective barrier to reduce the risk of spreading viruses through droplets made by people when they speak, cough or sneeze. At this time, it is not mandatory for front house staff to wear masks. However, if you feel more comfortable wearing masks, one will be provided for you.
 - o Please remember to limit the interaction (i.e. conversation) with customers if you choose not to wear a mask.
 - o Please see poster for proper “masks wearing” procedures.
- Disposable gloves will be provided for staff to use. Please note that the type of gloves for staff is different to the type provided for our customers.
- If you choose to wear gloves, you must wash your hands thoroughly before putting on the gloves and change them regularly.
 - o Change gloves before handling money or credit card machines, and afterward.
 - o Avoid touching your face even while wearing gloves.

Using Disinfectants:

Disinfectants require a longer contact time than sanitizers. If used on a food contact surface, it will need to be rinsed off with clean water.