

# Operational guidelines on preparedness and response for COVID-19 outbreak for work settings

## Groceries and Small Boutiques

Please follow the relevant sections of the General Guidelines (published in this webpage) in addition to the following specific measures.

### Responsibilities of the employer

- Employ traceable workers and their names, addresses and contact details must be documented.
- Any worker with fever or respiratory symptoms should be sent back to seek medical advice.
- Ensure reorganization of the shop physically and administratively to facilitate one meter physical distancing between workers and customers and between customers.
- Improve the ventilation inside the shop by opening windows and doors.
- Ensure provision of adequate Personal Protective Equipment (face masks, gloves, etc.) for the employees.
- Hand washing facilities with soap and water must be established at the entrance preferably a pedal operated tap and sink. Ensure provision of adequate hand washing or hand sanitizing facilities at the appropriate places.
- Ensure provision of pedal operated closed waste bins.
- Educate and train all workers on COVID-19, risk factors, prevention and control.
- Ensure cleaning and disinfecting of frequently touched surfaces (eg. door knobs/handles) every three hours. Floors and furniture shall be cleaned with a disinfectant at least daily.
- Limit the number of customers entering the shop at one time and maintain a queue outside the shop keeping one meter distance between each person.
- Pre pack common retail items (rice, dhal etc).
- Arrange home delivery service or develop a system to get customer requirements in advance (via call, text message etc).
- Display the price list.
- Display health education messages on COVID-19 prevention at the entrance and where necessary to educate the customers.

### Instructions for employees

#### **Physical distancing**

- Maintain at least one meter physical distance at all times (with other workers and customers).
- Minimized verbal communication between workers/clients.

#### **Hand Hygiene**

- Wash hands with soap and water at least for 20 seconds before entering the shop/before leaving, after handling cash and frequently at work.
- Avoid using other workers belongings and stationeries, furniture, etc.
- Refrain from touching frequently touched surfaces.
- Minimize handling of cash and ask for a credit/debit card (ask customer to insert and remove the card from machine and should not share the pen with customer).

**Respiratory etiquette**

- Wear a face-mask, while on duty.
- When not wearing a mask (while taking meals), coughs and sneezes have to be covered by the inner side of elbow, sleeve or tissue (tissue should be discarded into a pedal operated closed bin and hand washed thereafter).
- Refrain from touching face, mouth, nose and eyes at all times.
- Stay home if you have fever/respiratory symptoms.

**Others**

- Do not wear nonessential personal accessories/ornaments (such as wrist watch, bracelets, jewellery etc.).

Director General of Health Services

20/05/2020