

## **Mall and Retail Recommendations (Public Health)**

Please find below recommendations around retail and mall operations related to covid-19 mitigation measures. The current provincial requirements for the “Orange/Restrict” category are outlined below. Following this are additional *recommendations* that will help inform retail and mall outlet operators in their planning and best practices around covid-19 mitigation.

*Current provincial requirements under Restrict-Orange level include:*

- *Screening of all employees for symptoms using the Ministry tool, or an equivalent such as the NRPH tool*
- *Screening of all patrons to a retail operations prior to entry*
- *Line-ups into the store and within the store (e.g. check-out) must be managed to keep patrons 2 metres apart, and have everyone in the line-ups wear face coverings (including outdoor line-ups)*
- *Music should be played softly enough so that normal conversation can occur without people raising their voices*
- *Fitting rooms must be non-adjacent*
- *Operators of shopping malls must have a safety plan in place that meets Ministry of Health requirements, and is available to viewing on request*

*In addition to the above requirements, NRPH recommend retail establishments and shopping malls consider the following, where possible, to further limit the spread of infection, and protect both employees and patrons during the busy holiday shopping season:*

- *Have capacity limits within stores to prevent crowding and facilitate sufficient physical distance between shoppers.*
- *During periods of heavy usage/crowding, limit the number of shoppers from the same household entering the store at once to help lessen the crowding.*
- *Extended hours of operation to allow shoppers to spread out over time, and lessen crowding during peak times*
- *Offer appointment hours to manage crowding*
- *Offer exclusive hours to vulnerable populations (e.g. elderly) to better protect them from crowds and risk of exposure to illness. Such hours should also be limited to Niagara residents.*
- *Offer curbside pick-up options*
- *Manage food courts consistent with requirements on bars/restaurants: limiting any table to 4 persons, spacing or closing off tables such that at least 2 metres distance will be present from people at two different tables, advising that only persons from the same household and/or a maximum of two persons essential to maintaining physical and mental health sit together at a table*
- *Have compliance officers (staff assigned) to ensure the keeping of physical distance, appropriate spacing in line-ups, and wearing of face coverings.*