

COVID-19 Guidelines for Supermarkets, Mini Markets and Outlets

May 15, 2020



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Introduction

The spread of the COVID-19 disease had impacted almost all businesses. The Inspectorate VSA(IVSA) is committed to protect the health and safety of the people of St. Maarten in these unprecedented times.

The purpose of these guidelines is to encourage business owners to be self-regulatory in order to mitigate the spread of this disease and to ensure that people can be in a safe environment. It is also prudent for the business community to focus on preventing a new lock down which would add to the already financially disastrous effect of the previous one.

The business community, employers and employees are therefore encouraged to adhere to these guidelines. Business owners need to appoint someone in the company to supervise adherence to these guidelines. Business owners are obliged to behave as good employers. Therefore, it's essential for business owners to cooperate through full adherence with these detailed guidelines to maintain a healthy staff, have a good reputation in the community and to remain in business during and after the COVID-19 pandemic. This guideline will be kept up to date as resources and information change.

Guidelines

Entrance and traffic

- All customers and staff including management and security should sanitize hands by spraying hands with minimum 70% alcohol prior to entering the building.
- A maximum capacity for any operation should not exceed five (5) square meters per person including staff.
- All doors to entrance should remain open if not automatic.
- Persons must be encouraged via signs to maintain a safe distance from each other. Where possible staff a/o security should encourage and enforce this inside the business.
- Railings and counters should be wiped, sprayed or sanitized minimally every 30 minutes.

Staff and customer interactions

- Staff must also adhere to social distancing when possible.
- Staff should report any illness or symptoms to management and should not be allowed to work in that case.
- Staff observing any customers coughing or sneezing should report this to security or management immediately.
- Staff should report any dangerous or unsafe behavior of any person (staff or customer).

Staff-to-Staff interaction

- Social distancing is also required to be followed amongst coworkers.
- Staff should remove uniform and follow handwashing guidelines prior to lunch break.
- Ideally staff should change uniform shirt or blouse every 4 hours when in constant contact with customers i.e.; cashiers, stockers.
- When gloves are being used management/supervisors should ensure that they are changed when indicated and that proper handwashing procedures are followed.

Cashier area

- All cashiers should practice sanitizing their area prior to shift and minimally every 30 minutes, ideally after every interaction.
- When handling cash, cashiers should avoid physical contact with the other person.
- Ensure a quick and speedy process as to minimize interaction with customer.
- Limit personal interactions.
- Cashiers should wash hands every 30 minutes.
- Cash screen/keys/pan and swipe machines must be sanitized (wiped or sprayed) after each use.

Aisles

- All aisles should be clear and free of boxes as to prevent easy flow of traffic and prevent bottlenecks where persons need to be in close proximity.
- Every hour shelves and displayed products should be dusted (sprayed with Lysol or a similar agent).
- All doors / drawers that require human touch should be sanitized minimally every 30 minutes.
- Prior to opening and closing all aisles and products displayed should be dusted (sprayed).

Coolers and Freezers

- All doors and handles to coolers and freezers must be sanitized every 30 minutes.
- Open display coolers sides need to be sanitized every 30 minutes.

Fresh Produce

- Displayed fresh products area should have signs asking customers to shop visually and not to touch produce and return to shelf.
- Maintain sanitization and cleanliness.
- Limit stock displayed to a minimum.

Scheduling

- All non-essential staff should not be allowed to work and staff with underlying health issues should be in self-isolation.
- Schedules should be structured by way of shifts and groups e.g. group A works shift A whereby the physical interaction between groups and shifts is restricted as much as possible.

Personal Hygiene

- Handwashing stations should be positioned in such a way that there is always one within 10 meters of staff.
- All handwashing stations should contain running water under pressure.
- Handwashing station should contain soap, disposable paper towel and hand sanitizer.
- Staff are required to wash their hands every hour when not in direct contact with customer and every 30 minutes when in contact with customers.
- All staff is required to start shift in clean washed clothing.
- All staff should be instructed to take at minimum two showers a day, prior to and after every shift.
- Staff is forbidden to use cell phones during shift.
- Staff is forbidden to smoke during shift.
- Jewelry should not be worn during shift (under present conditions)
- All personal items staff (i.e. cell phones, bags, purses etc.) should be stored in safe location not readily accessible to

Equipment

- All public access equipment needs to be sanitized every hour.
- Self-service items such as juicers and coffee stations should not be offered and equipment cleaned, sanitized and covered.
- All in use equipment should be sanitized as per operating procedure.
- Air conditioning filters and vents need to be cleaned and sanitized as per operating procedure.

Shopping Carts and baskets

- All carts and baskets are required to be washed daily prior to opening.
- All carts and baskets need to be sanitized every 30 minutes by means of wiping the handles and dusting (spraying) the interior
- Sanitizer wipes should be made available to customers and packer staff.

Transportation and staff

- All vehicles used by staff should contain sanitation wipes.
- All door handles are to be sanitized as used.
- All contact surfaces (the steering wheel, shifter emergency brake, seat belt buckle, window handle or buttons & radio knob) should be wiped prior and after use.
- Staff should refrain from using public transportation (buses).

Safety equipment use

- Proper use of gloves is essential and requires more focus from management and supervisor.
- The proper facemasks are to be used when handling ready to eat food.
- Gloves and proper procedures are to be used when preparing ready to eat foods.

Sanitation

- All public areas of any given operation are to be washed and cleaned daily prior to opening. This includes front of entrance area floors walls and receiving area.
- All restrooms are to be cleaned and sanitized every 30 minutes during operating hours.
- All restrooms are to be maintained with paper towel, soap and hand sanitizer.
- Sanitizing wipes should be made available to customers using restrooms.

Complaints

If there are any health and safety concerns in your workplace you can contact the Inspectorate VSA via Inspectoratevsa.sxm@gmail.com or call the Complaint Officer at 5202936