



COVID 19 Safety Plan

Introduction

In order to mitigate risks from the COVID 19 pandemic, the Shuswap Artisan Market management team has developed a COVID 19 Safety Plan. We, as a cooperative however, all have a responsibility to bring risks to the forefront and help find solutions to mitigate. We are in this together!

This draft document serves to provide guidelines about how we will mitigate risks that have identified to date. Please address any new concerns to the Shuswap Artisan Market email address.

We have based our recommended changes after researching documents from the BC Government – Emergency Preparedness, and Work Safe BC, Returning to Safe Operation, (and retail), HealthLink BC, Government of Canada resources, and COVID 19 operational plan guide that New Brunswick put out to aid their businesses upon returning to operations.

The guides we primarily used are in the links below.

<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation>

<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-industry-information/retail>

[covid-19-preventing-exposure-in-the-workplace-employers-guide-pdf-en.pdf](#)

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/cleaning-disinfecting-public-spaces.html>

<https://www.healthlinkbc.ca/health-feature/coronavirus-disease-covid-19>

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan>

For process/steps on developing operational plan -

<https://www2.gnb.ca/content/dam/gnb/Departments/eco-bce/Promo/covid-19/covid-op-plan-guide.pdf>



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Review of Current Physical Space

Store currently has one glass door entrance with a door knob opening, punch number lock, and a circular traffic flow pathway around shelving and wall/floor displayed items. There is a separate entrance to a back room where supplies are maintained, and a washroom. Also there is a back door to the shed. A sandwich board sign and Red display board are put out front for public viewing.

Physical Changes and Engineering Controls Implemented:

The Market will:

1. Provide and prepare a Policy chalkboard to be posted outside our shop beside door entrance, that will be used to communicate key policies to our customers. (Hard copy indoors) The policy includes:
 - Our store is following BC Guidelines for COVID 19 - Returning to Safe Operation. We care about you and we care about our artisans! Please read.
 - Do NOT enter if displaying any symptoms of cold, flu or COVID 19 Virus
 - Use provided hand sanitizer **first** upon entry
 - Please remain 2 metres apart for social distancing
 - 2 person limit in the store, or one family/group in the store
 - Use Respiratory Etiquette – (cough/sneeze into tissue or elbow)
 - Masks can be used upon your own discretion for extra precautions and recommended if you have any respiratory conditions (allergies, etc).
2. Provide hand sanitizer for customers at entrance
3. Provide hand sanitizer for artisans at desk
4. Provide cleaning supplies available for daily use – Lysol Multi surface Cleaner or other Health Canada recommended options, Bleach, soap, water pail, spray bottle wash rags, and paper towels in place in bathroom. If procurement of Lysol Multi Surface cleaner is not possible, we will use other recommended hard surface disinfectants - simplest being 1 teaspoon bleach to 1 cup of water or 4 teaspoons to 1 litre of water. Let surface dry naturally)
5. Display arrangements to enable ease of one way flow
6. Install Plexi-glass on the desk to protect both artisans and customers during the payment process



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7. Removal of Red Door Shutter to eliminate unnecessary wiping. The entrance door will be painted a different color from the rest of the building to distinguish our business.
8. Removal of “sample” products.
9. Keep as many “typically outside” merchandise , now indoors.
10. Recommend keeping front door open when possible to eliminate contact and provide ventilation.

Administrative Controls Implemented

1. New Protocols for Payment Processing: _Request customer to show tag and then record code and price on paper receipt and then on the square system. Encourage customers to take item as is, but if bag is requested/required, ask if they need assistance or if they would prefer to have the bag to manage their items in order to reduce handling. Debit or Credit is preferred method but Cash is accepted. -If customer needs to use pin pad for debit or credit, sanitize ipad immediately after. Artisans can either use glove or sanitize hands after accepting cash.
2. Remove “community items” to reduce risks. (Coffee machine, some dishes and utensils, red shutter door will be removed.)
3. Developing Risk Management Plan, Safety Plan, Protocol and Checklists, in the management of COVID-19.
4. Posting Customer Policies on chalkboard, social media, and hard copy in store.
5. Post final Safety Plan in store and website.
6. Communicate/train artisans on the new Safety Plan and protocols and checklists.

Physical Distancing

Management of physical distancing is important upon return to operations. It is the store policy that

- customers remain 2 metres apart
- only 2 customers in the store at a time (family exception...one family in store only).
- Artisans and customers will be protected via plexi-glass barrier during the processing of a payment transaction.

The Market will:

- Communicate policy via Chalkboard and social media
- Install plexi-glass on desk



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The Artisans can assist in the process by:

- Do not come into work sick.
- Reminding customers of store policies if necessary, for everyone's safety.
- Remaining behind plexi-glass unless requested for assistance or in the process of cleaning. In providing assistance, ensure you are managing the 2 metre social distancing. After assisting and/or cleaning, use hand sanitizer or wash hands to remove contamination.
- Drop off merchandise for store during off hours. Consignment artisans can call a management team member to schedule a drop off.

Based on B.C. guidelines, masks are not required, when appropriate measure are in place to enable physical distancing, such as what we have described above. However, both customers and artisans are welcome and encouraged to use masks if they wish to take extra precautions. If artisans or customers have allergies where sneezing/cough is an issue, use of mask is recommended.

Cleaning and Disinfection

The need for cleaning and disinfecting frequently touched surfaces is critical in protecting against the spread of COVID 19. We all have to work together in order to limit risks. Checklists are developed to aid everyone in remembering what needs to be cleaned and disinfected. Generally store environment surfaces are cleaned daily and more high touch areas, cleaned/sanitized more frequently. The checklist will be adapted as we become aware of areas that may be more frequently used.

The Market will :

- Supply the market with Health Canada approved hard surface disinfectants and other cleaning supplies as identified in the Market Supply List for COVID 19.
- Communicate the Cleaning and Disinfecting Protocol document for use by the artisans.
- Provide hand sanitizer for customers at entrance of store and for artisans at the desk
- Will post hand washing and respiratory etiquette posters in washroom (and store) as a helpful reminder.
- Will post preference for Debit/Credit versus cash.
- Will develop Cleaning and Disinfecting checklist for artisan reference.
- Will remove as many unnecessary items as possible arising from sharing (eg. Coffee pot).
- Will remove "sample" products to eliminate hazards.



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For the safety of all on their work day, Artisans will :

- Use Cleaning and Sanitization Protocols/ Checklist to help keep themselves and customers safe.
- Use new protocols for payment processing identified in Administrative changes to avoid multiple persons handling of items.
- Keep front door open when possible to minimize need of touching to enter and for ventilation.
- Remind/request customers of policies if needed and to use hand sanitizer prior to entry, if necessary.
- Use proper hand washing techniques and respiratory etiquette. (Posters in bathroom and store)
- Minimize touching merchandise where possible - as per new payment processing protocols. If assistance is required to remove item from a wall or handle an item, use hand washing/sanitizer after sale.
- Hand sanitize after receiving cash payments and using deposit book.
- Washrooms are not for public use. If emergency, ensure you sanitize washroom after public use. Washrooms can be used as a dressing room if store is not busy, but sanitize the washroom area after.
- Be aware of items that may have been touched by others such as pay envelopes, shared tools, and cleaning tool & supplies, and use appropriate hand washing after.

Staying Home While Sick

It is critical that artisans NOT work while sick. This includes EVEN if you were scheduled to work. The provincial health officer and the BC CDC have issued the following guidance around self-isolation :

- anyone with symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat and painful swallowing, must self-isolate at home [for a minimum of 10 days](#)
- anyone under the direction of the provincial health officer to self-isolate must follow those instructions
- anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, to [self-isolate for 14 days and monitor](#) for symptoms

In addition, you may have medical conditions that leave you at greater risk and therefore unable to work. If this is the case, please communicate this to the Shuswap Artisan Market management team so we have a better handle of scheduling requirements. We may need to open fewer days, or re-evaluate plans.



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The Market will:

- communicate with artisans the need to stay home if sick with any of the symptoms of COVID 19 - EVEN if scheduled to work, through this Safety Plan being distributed and via email.
- Establish an Emergency Contact list to enable artisans to call immediately if becoming ill and unable to work. List will be at desk and also distributed via email.
- Communicate via the chalkboard to customers to not enter if displaying any symptoms associated with a cold, flu or COVID 19.

Artisans will:

1. Learn the symptoms of COVID 19 and follow provincial guidelines
2. Communicate by calling a member on the Emergency Contact List if unable to go to work on their scheduled work day.
3. Should seek cover-off if beginning to feel ill a day or two prior to scheduled work day. Note Emergency contacts are for emergencies only.
4. Should actively screen themselves at work, to ensure they are not working when feeling ill. If becoming unwell at work, they are to contact someone on the Emergency Contact List and proceed to close the store.
5. Have a plan in case they become ill at work - for transportation and emergency calls.
6. Advise Shuswap Artisan Market (via email) if health risks prohibit you from working at this time.

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